



Annual Report 2022

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**Participate
Australia**
Empowered living.

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Participate Australia's goal is to be an inclusive space where everyone feels they **BELONG**.



Vision and Values

During 2021 we undertook an exciting journey to review what we stand for, who we are, and the values we want to live by. This was an inclusive process that included the voices of our participants, families, staff, and the Board.

Over a 9-month period, a series of workshops, focus groups, surveys and interviews were held with more than 120 people who contributed ideas. We came to a shared vision for Participate Australia and 6 values that represent who we are, our principles and the behaviours that exemplify our values. These simple, yet powerful statements, guide our actions.

Who We Are

- ▶ Participate Australia is here to help you achieve the things that are important to you.
- ▶ We are inclusive and diverse.
- ▶ We do things differently because we know that everyone is unique.
- ▶ We help you make meaningful connections and support your independence.
- ▶ We work creatively and flexibly, so you can live the life you want to live.

Values

Participate Australia is a place where people can feel that they **BELONG**. This is at the core of our values and essential to who we are.

We are a place where people can feel safe, supported and a part of their community.

- ▶ **Be yourself.** We celebrate diversity and difference. We respect ourselves and others.
- ▶ **Enjoy the moment.** We are present in every moment. We celebrate life and achievement. We have fun.
- ▶ **Learn and improve.** We are self-aware. Whether things go well, or things do not go as planned, we take time to reflect and evaluate to make it better next time.
- ▶ **Own it!** We take responsibility for our work and do what we say we will do. We acknowledge our mistakes and celebrate our success.
- ▶ **Never give up.** We are persistent, resilient, innovative, and flexible – we get the job done.
- ▶ **Great teamwork.** We do our best work when we work together.





Support Coordination

400 Participants

17 Support Coordinators

14,225 hours of support and specialist support

9 sessions of free online NDIS education

8 Languages spoken



Our People

137 Employees

71% Employee retention rate for 2021/2022



NDIS Core Supports

205 Participants

70,000 hours of support

39,900 instances of support

100+ Activities

95 Virtual activities ran weekly during Covid-19 lockdown

9 participants attend a fully supported holiday!



RASAIID

15 Participants

121,706 hours of support

24 HOUR 7 day a week care and support

Chairperson's and CEO's Report

2021 / 2022 has been a year of great change and challenge for Participate Australia (PA). The organisation experienced the continuing impacts of Covid-19 on services to clients and revenue, our long-standing Chief Executive Officer (CEO), Jerry McNamara retired, and we welcomed our new CEO, Angela Tsoukatos.

In this financial year, PA experienced major downgrades to revenue but there were many positives, in particular the NDIS Re-Certification Audit, development of the Business Plan and a review of the organisation's structure.

For two decades, PA was fortunate to have Jerry McNamara at the helm of the organisation as the CEO. Jerry steered PA through this growth period, the transition to NDIS and the challenges caused by the global pandemic. Jerry retired in January 2022, leaving behind a very proud legacy. Jerry has many admirable qualities, but PA is particularly indebted to him for his genuine care and advocacy for participants, their families, and authentic leadership that recognised that above all, we are people first. To honour Jerry's legacy the Board has established an annual Jerry McNamara Advancement Award, which will be awarded by the Board annually to a staff member who has advanced PA's goals.

Angela Tsoukatos commenced in February 2022. Angela is a highly experienced executive whose experience spans the not-for-profit sector, local government, and 20 years as a member of the Sydney Water Executive.

While PA adapted to the pandemic and kept participants and staff safe, there is no doubt that it has brought new challenges and opportunities to the disability and for purpose sector. Safety and wellbeing, quality, and safeguarding continue to be non-negotiable. It is affirming to PA that we successfully completed our NDIS audit conducted by SAI Global. PA remains an approved and registered provider after being subject to review against the NDIS Practice Standards. This is our social licence to operate, which we must uphold, always striving to improve and innovate.

The NDIS has given participants and families welcome choice, but it also demands superior customer experience, commercial acumen, as well as capable and engaged staff who are prepared to go above and beyond for the organisation. The organisation has restructured to meet future challenges by investing in some key areas of the business.

PA's current Strategic Plan was developed in 2019 and sees the organisation through to 2023. While focussed on consolidating business capability – people, processes, and technology, it also set ambitious targets to grow NDIS service provision and to diversify income streams.

Our financial results reflect the impact of Covid-19 on services, particularly on group activities, together with some one-off expenses. There is now an urgent need to focus on achieving financial sustainability. To turn this situation around, the new Executive and the Board agreed a one-year Business Plan which prioritises actions to achieve financial sustainability, improve service quality, enable accountability, retain, and attract new participants and support our people.

We have restructured the Core Support area to focus on improving the customer experience while delivering significant efficiencies. We have also strengthened the team leader structure at the Ryde Area Supported Accommodation for Intellectually Disabled (RASAID) and matched key workers with participants. This will also enable PA to pursue other supported independent living accommodation opportunities. We have enhanced corporate services by adopting a business partnering approach and commenced business improvement projects, such as roster optimisation, billing and activity and workspaces. Our Support Coordination team grew to 17 full time support coordinators.

To diversify revenue streams, PA launched Making Money Easy, an online financial literacy course. In other areas, there has been considerable effort to complete the groundwork to commence the Aged Care Program.

While focussed on achieving financial sustainability, our services must be informed by feedback from participants and families. Our 2021 Your Say survey of participants shows positive results and some areas where we need to improve. Our overall satisfaction rating is 80% with 76% of participants saying they would recommend PA services. Support Coordination achieved a 90% satisfaction rating.

We have identified improvements required in the areas of:

- ▶ transparency and ongoing communication with participants and their families
- ▶ reliability and access to support workers
- ▶ improved communications regarding our cancellation policy and our feedback and complaints policy, and
- ▶ enhancing and adapting our program and group activities to maximise skills development and opportunities to meet new friends.

Using a strengths-based approach, we are building a culture of accountability through the individual goal-setting processes and equipping staff with the tools to have regular manager/employee conversations. We have taken our values of BELONG (Be Yourself, Enjoy the Moment, Learn and Grow, Own It, Never Give Up and Great Teamwork) to the next level and engaged with staff to agree the behaviours that support the values.

To ensure that our team is safe we reintroduced a hybrid model to allow staff to work from home if their role allowed them to do so. PA staff have responded well to hybrid working. Informed by a staff wellbeing survey we are creating opportunities for our staff to come together and connect in improved workspaces and activity spaces with participants.

The process to update PA's Strategic Plan will begin formally in February 2023 and will involve participants and staff. Concurrently, with the assistance of a highly committed Board, we are updating our governance practices using a skills matrix to also future proof the Board.

Our participants, their families, our support workers, and staff are at the backbone of what we do. Thank you for your continued support of PA.

We would particularly like to thank the staff for their continued dedication, hard work and flexibility during these challenging times.

Angela Tsoukatos
Chief Executive Officer

Glenn Ball
Chair

NDIS has given participants and families choice and control, and it also demands superior customer experience, commercial acumen, and engaged staff.



We always put people first.

Jerry McNamara: A Career Retrospective

Jerry McNamara had an 18-year career with Participate Australia (PA), previously the Family and Resource and Network Support (FRANS). During this time, he oversaw incredible changes, he adapted to new challenges, and he was present at the watershed moment of transition to the NDIS.

Jerry started with FRANS in October 2003 in his role as the CEO. When he started FRANS was celebrating its 20-year anniversary, and he orchestrated the move from a demountable building at Croydon Park Public School to Edwin Street North, Croydon, where PA continues to be located.

In 2003 FRANS had 80 staff and revenue of \$2 million. PA has grown and now employs 137 staff, and the 2020/2021 revenue is more than \$10 million.

His philosophy

Jerry has always championed the rights of those who were vulnerable or had an intellectual or physical disability. During Jerry's tenure he tirelessly championed the rights of our participants, their families, the support workers, and the broader team at FRANS, and then PA. His mantra was that we always put people first.

The Politics of Influence

Jerry has always been well known in the disability arena, which brought him into contact with many politicians. He ensured that the issues concerning people with disability were top of mind for local politicians. To that end he has had long standing relationships with various political influencers such as the Honourable Linda Burney MP, Sophie Cotsis MP, Jodi McKay former leader of the NSW Labor Party and the Prime Minister, The Honourable Anthony Albanese MP.

This culminated in the former Prime Minister, The Honourable Julia Gillard, AC choosing to launch the National Disability Insurance Scheme (NDIS) from PA's offices. This was a great moment for our participants, for families, for Jerry and the team at PA.

NDIS

The NDIS saw significant change in the disability sector. The funding model moved from block funding to NDIS funding, which supports the participant's ability to exercise choice and control. This change has been monumental for everyone in the disability arena, and the impacts of change are still being experienced by organisations and individuals alike.

To support the transition to the NDIS, Jerry ensured that PA educated local families about the new NDIS planning process by holding forty workshops, attended by 520 individuals, at PA's offices.

To embrace the change that the NDIS was bringing to the disability space Jerry oversaw the name change from FRANS to Participate Australia, and associated rebranding of the organisation. This included shepherding the process to change the organisation from an incorporated association to a company limited by guarantee at the 2016 annual general meeting.



New initiatives

Jerry embraced the growth that came with the changes in the disability space. He led the negotiations to secure service provision at Ryde Area Supported Accommodation for Intellectually Disabled (RASAID). This unique partnership between government, families and PA commenced in February 2016, and we are delighted and proud to still be supporting this groundbreaking initiative today.

Under Jerry's guidance, PA focused on the growth area of support coordination from 2016. This fledgling area started with one staff member and has grown to a team of 17 that is anticipated to generate over \$2 million dollars in revenue this year.

Jerry initiated a program to talk about sexuality and relationships for people with disability. At the time he championed this initiative, it was a new and innovative program, which had not been previously discussed in Australian disability landscape.

Jerry was invited to participate at the June 2010 World Congress of Inclusion International in Berlin. He addressed the delegation and shared the Australian experiences about FRANS in general, and the sexuality and relationships program that he had championed.

Challenges

While the NDIS brought opportunities, it also brought challenges from a cost and resource perspective. Jerry oversaw restructures and various efficiency initiatives to correct the losses that had been experienced from changes in costing due to introduction of the NDIS.

As these measures were taking effect the Covid-19 pandemic hit in 2020. Jerry led a range of measures to ensure that participants, families, and staff were safe. He navigated the organisation through the Covid-19 pandemic and stayed true to his mantra of always putting people first.

Legacy

During Jerry's 18 years of service, he was committed to the vision and mission of PA and always championed the rights of people with disability.

The Board have recognised the tireless work that Jerry has done during his tenure with FRANS, and later PA. His hard work and dedication culminated in the creation of an annual award, named the Jerry McNamara Advancement Award, recognising achievement of business goals.



We thank Jerry for all that he achieved during his long service with us. Jerry's passion and commitment is a lasting inspiration to us all. We will always be inspired by his commitment to the participants, families, staff, and the organisation.



NDIS Core Supports

Supporting our Participants through Covid-19

The 2021/2022 year had a challenging start, with NSW being in lockdown due to the Covid-19 pandemic.

The lockdown continued for the first quarter, not lifting until mid-October. Despite the restrictions of the lockdown, PA was able to provide continued support, and therefore have a positive impact in the community, with our participants and their families.

While face-to-face group activities were put on hold, PA provided in person individual support to 121 participants during this period. These activities were delivered in home and in the community, following all Covid-19 safe practices to ensure that participants, their families, and our staff remained safe.

Across this challenging year, Core Supports provided 39,900 instances of support, equating to almost 70,000 hours of support to 205 individual participants. This was achieved due to the outstanding commitment and resilience of our support workers and the administration team. We are incredibly grateful for the loyalty and trust from our participants and their families.

Not being able to meet in person did not stop us from providing group support. We successfully delivered virtual group activities to approximately 95 people per week, this is more than triple the amount of people who attended during the previous lockdown. Activities ranged from social skills, such as 'Speed Friendship', exercises such as Zumba, to special interest activities, such as Beginner's Spanish. Both virtual group support and face-to-face individual support allowed our participants, families, and staff, to maintain our connections to each other, as well as our health and wellbeing through this difficult lockdown.

COVID lockdowns did not stop us from delivering innovative virtual group activities to our participants.

Once lockdown was lifted a much-needed holiday was scheduled for our participants. PA was thrilled to support a group of 9 adult participants take a holiday to the Blue Mountains. This was a significant event as it was the first time many of our participants had been able to take a holiday in over 2 years. For some, it was the first time they had been away from their families.

One participant, Genny, described her experience. "Before going on the trip, I was excited, nervous, and curious. But most of all, I was super excited! I was like a kid in a lolly shop with so many choices and things to explore. Getting away with friends and, some who had not been on a holiday like this before, made me feel happy. I felt like I was not stuck in a rut all the time. We were all in a different mindset and seeing things in a different light."

Though not in lock down, Covid-19 continued to create challenges for PA, our participants, and staff. The Omicron variant saw many participants and staff catch Covid-19, which continued throughout the year. Due to high vaccination rates of staff and participants, no one had significant health issues due to the virus, and people were able to return to services after a short recovery period.

Marina's Story

Marina has an intellectual disability, and she lives in the community independently. To help Marina live independently she receives daily support from PA. She receives individual support during the week, she joins group activities on the weekends and sometimes she attends virtual activities throughout the week. Marina is easy going, chatty and loves going out.

Our support workers assist Marina to do housework, go to appointments, prepare meals, go shopping, and doing activities that she would like to do. Marina calls her Support Facilitator every day to share how her day was, and how much she enjoyed each activity on that day. Marina really appreciates the supports that she gets at PA to help her live independently.

Covid-19, and the subsequent lockdowns put Marina's NDIS goals at risk. The ongoing face to face support provided by PA was crucial during the lock down period. Seeing her support worker every day helped keep Marina on track with her goals, and her desire to live independently.

Unable to go to work or attend her regular social activities due to lockdown, Marina was at risk of becoming socially isolated. By having regular PA supports, Marina was able to do activities such as going for a walk in the local parks, baking and cooking, playing games at home and having daily conversations with our team. This helped Marina maintain her social connections, her home, and her routine. These daily supports greatly reduced her stress, had a positive impact on her mental and physical health and helped Marina stay physically and mentally active.

Marina proved that, despite the challenges of a pandemic and lockdown, she was still able to meet her NDIS goals of maintaining her social and community participation, as well as increasing her independent living skills. Marina showed us that even a pandemic cannot stop her from achieving her goals!



Marina

▼
Seeing her support worker every day helped keep Marina on track with her goals.

RASAIID & Supported Accommodation



Raising above the Challenges

2021/2022 was another year where we saw incredible resilience from our residents, families, and support staff. With some significant changes over the 12 months, RASAIID was tested in more ways than one.

The residents of RASAIID were in Covid-19 lockdown from July through until October. Though this was difficult, residents and staff remained positive by engaging in different indoor activities, Covid safe exercise and staying connected with loved ones virtually.

Erika Aravena left PA in April 2022 after over 15 years of dedicated service. Erika's contribution was instrumental in establishing the partnership between RASAIID and PA. Her leadership greatly contributed to the success of this partnership. This change made way for a new Manager, Supported Accommodation, Keith Crowley-Mills, to be recruited.

In May 2022, several residents were infected with Covid-19. While this was difficult, the residents and staff managed the situation incredibly well. Due to their actions, we were able to contain the cases, minimise any spread and remain positive throughout this time. There were no major health issues for staff or residents as a result of this infection.

To deliver safe and high quality to support to the RASAIID residents, PA relies heavily on our pool of dedicated, professional, and friendly support workers. Our RASAIID team helped deliver 121,706 hours of support to our 15 RASAIID residents. Our committed and resolute staff are the backbone of our organisation. We would like to recognise and thank the RASAIID workforce for their ongoing commitment during the Covid-19 lockdown. During this time, the team continued to support all RASAIID residents to be happy, healthy and engaged during this incredibly challenging time.

Megan Poole, President of the RASAIID committee provided this acknowledgement to the RAISAD team, "On behalf of the families at RASAIID, I would like to congratulate and thank our wonderful staff for their commitment and care during this year, especially with Covid outbreaks. The staff always go above and beyond, keeping the participants safe and happy."



The RASAIID staff always go above and beyond, keeping the participants safe and happy.

Bruce's Determination and Strength

It has been a challenging year for many people, and Bruce is no exception.

Bruce is a resident of RASAIID and one of the strongest people we know. Bruce has had health issues throughout the year, from overcoming Covid-19 to stays in hospital due to other health concerns. While Bruce has had physical challenges, he has remained strong in spirit. This is due to the support of his housemate, Andrew, his RASAIID support workers, and his family.

Through this difficult period, staff supported Bruce's physical health by helping him engage with his physiotherapy and other exercises, as well as helping him eat a healthy and balanced diet. Bruce's RASAIID support workers played a critical role in maintaining good mental health, by keeping him motivated through games, conversation, and activities that also included his housemate, Andrew.

Things have greatly improved for Bruce. He has recovered well, and he is now back at work. He is growing stronger with the support of his housemate, our team, and his extended supports such as his physiotherapist, and family. Bruce's year has been one of challenges that he has faced with determination, resilience, and strength. Bruce is an inspiration to all who know him.

Robyn and Graham said "Bruce is such a happy person who lives a very fulfilling life. The love and care that he receives in his "home" at RASAIID means the world to him, providing him with independence and cherished friendships from both the carers and other residents. During Bruce's most challenging times, his family and much-loved support workers are at the heart of his recovery."

▼
RASAIID means the world to Bruce, providing him with independence and cherished friendships.



Bruce



Support Coordination

Growing and Leading Positive Change

The Support Coordination team at PA focusses on assisting participants to understand their NDIS plan, navigate the services and providers that are available to them, as well as ensuring that their providers help them to achieve their NDIS goals. Our team help participants learn or relearn skills that may have been lost due to accidents or injury such as learning how to walk, speak, drive, and live independently.

Our team has grown year on year based on the continuous successes and positive outcomes we achieved for participants and their families. We have grown to a team of 17 support coordinators, which will expand as we grow in both specialist support coordination and into different geographies. We are a culturally diverse team, speaking more than 8 languages. We have grown to support more than 400 participants, which is a 33% growth over the prior year. In the financial year 2021-2022, we billed 14,225 hours of support coordination and specialist support coordination, which is a 33% growth over the prior year.

The work from home policy has allowed our team to grow, even with the ongoing challenges presented by Covid. This has meant that our team has continued to provide supports to participants, while ensuring safety for all.

The Support Coordination leadership team is continually refining its systems and processes to improve the experience for our participants, external stakeholders, and team members. We have an outstanding onboarding system, which provides a unique induction and support for new team members. This exceptional training and support for our team has resulted in a reputation of excellence and support for participants. This reputation has also seen an increase in referral sources for new participants and recruitment of new team members.

During 2021 and 2022 we ran a range of free education sessions to help educate new and existing participants about the NDIS. We ran approximately 9 free online sessions covering several topics such as what makes a good support coordinator, how to submit an effective NDIS review, and what you need to know about Supported Independent Living and Specialist Disability Accommodation. The success of these sessions, and their positive educational impact, has encouraged us to replicate these in 2022 and 2023.

Covid and staff shortages have meant that the Support Coordination team has, like many teams, faced a lot of challenges this year, yet we delivered growth and great outcomes for our participants.

We are so proud of the support that our team has been able to provide to hundreds of participants. While each support we give is a great achievement, our team has shared some special stories of change and courage.

Support Coordination is continually refining its systems and processes to improve the experience for our participants, external stakeholders, and team members.

Will's Story

Will is a 13-year-old boy who has autism and complex behaviours of concern. Following a growth spurt his behaviours became more confronting and destructive. His family found that it was getting more difficult to manage his behaviours and maintain their family unit.

Will's family did not have any NDIS support coordination to help them put together a review that would outline the changes that Will, and his family were going through, and the support that they needed now. They contacted us and our team spent about two (2) months working with the family to get all the reports and information together to help them submit an effective review to the NDIS.

A lot of time, effort and energy was put into getting all the supporting data that was needed to ensure we could submit a successful review. The PA Support Coordination team worked as a team to submit a review for Will.

As a direct result of this work the Support Coordination team were able to get Will's core supports funding tripled, and his capacity building support funding doubled! This additional funding enabled Will and his family to work with clinicians and other providers to address the changes in his behaviours.

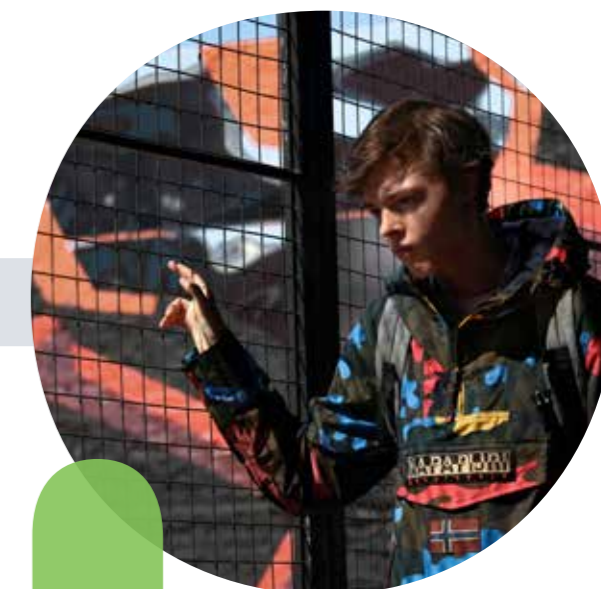
Will's behaviours improved over time, and he was able to stay within his family unit. In fact, he has improved so much that he was able to take a recent trip to visit his grandparents on the Central Coast. This was an amazing outcome as he had not seen his grandma in over a year!

Our team were able to work with Will, his family, the clinicians, other providers and the NDIS to help him learn to manage his condition, to help keep the family together, and to take steps towards independence.

This story shows that even in really challenging situations, if we work together with a planned approach, a solution can be found. This teamwork helped to change not only the life of Will, but his family and their broader circle of support.

▼
The Support Coordination teamwork helped to positively change Will's and his family's life.

Will



Positive Outcomes in Regional NSW

Dave* was living in a supported independent living group home in a small town in regional NSW. This home was scheduled to close due to financial difficulties.

Dave has really challenging and complex health care needs, so finding him a new group home was extremely difficult. In fact, there was not one housing provider in the local area that was willing to take him on with his medical needs.

Dave only had a few days to source alternative accommodation that could safely assist him with his complex health care needs. The Support Coordination team at PA were informed of his situation and we were determined to find him a new home. Over the course of a few days Dave's support coordinator at PA made many phone calls and spoke to every group home provider in nearby Bathurst to find a place for him to live.

We only had one day left to find him a new place to live and we finally managed to find a new provider. Our team organised the accommodation, we arranged for specialist clinicians to assist with his transition, and we also coordinated a removalist to help him move into his new home.

Dave has now moved into his new accommodation, and it is working wonderfully for him. His housing situation is stable, he is happy and well supported in his new home.

Dave's situation shows that the determination of the PA support coordination team has real world impacts not only in the city but in regional towns where supports and resources can be limited.



Dave's story demonstrates the determination of the support coordination team has positive, real-world impacts.



People and Culture

During the 2021 to 2022 financial year the ongoing effect of the Covid-19 pandemic, staff shortages and talent pool has once again placed a high demand on our employees across all teams.

We have been fortunate enough to have been supported by many long serving employees who have been further tested with the impacts of lockdowns and Covid cases. In short, our team has been amazing! We acknowledge the ongoing loyalty and commitment of our staff, and their resilience during these continually trying times. Their ongoing commitment meant that they never stopped providing ongoing and vital support to our participants, whilst ensuring they remained safe.

Our staff are the backbone of our organisation, and we cannot thank them enough for their ability to remain person centred and committed through these challenging times.

The executive developed a new business plan which continues to focus on financial sustainability while ensuring that we remain competitive within the market.

As part of this business plan a restructure of the Core Support team was conducted with a focus on streamlining efficiencies across the organisation, to ensure that PA can operate in a post-pandemic environment. The redesign allows better role clarity and an anticipated improvement in the customer experience.

The people and culture team are focused on supporting the business plan with a range of targeted strategies that are designed to retain and attract talent. These include, but are not limited to:

- ▶ Strengthening our employee value proposition, with the goal of being an employer of choice
- ▶ Developing recruitment and retention strategies
- ▶ Updating position descriptions, and key performance indicators, in alignment with the recent restructure
- ▶ Strengthening our performance management systems
- ▶ Investing in innovative ongoing training and development, such as the – culturally responsive training and person-centred training
- ▶ Supporting staff with the hybrid working model to ensure there is meaningful connection whilst in a virtual world and
- ▶ Supporting staff wellbeing initiatives.



137
Participate Australia
Employees in 2022

Employees	2022	2021	Variance
Full-time	30	34	▼ 13%
Part-time	58	59	▼ 2%
Casual	49	36	▲ 27%
Total	137	129	▲ 6%

Employee type	2022	2021	Variance
Direct support	107	104	▲ 3%
Office staff	30	25	▲ 17%
Total	137	129	▲ 6%

Employee length of service	2022	2021	Variance
0 to 12 months	36	14	▲ 61%
1 to 2 years	7	29	▼ 314%
2 to 3 years	8	0	▲ 100%
3 to 4 years	10	39	▼ 290%
4 to 5 years	20	0	▲ 100%
5 to 10 years	43	33	▲ 23%
10+ years	13	14	▼ 8%
Total	137	129	▲ 6%

Our Supporters

Participate Australia continues to be supported by a range of amazing organisations and individuals who support us year on year. We could not run existing programs, as well as develop new programs without the ongoing assistance of our funders and supporters.

We have had many individual donations. We have listed those who have donated \$1000 and above.

We would like to thank every organisation and person that has supported us with grants, donations, or in-kind support.

These include but are not limited to:

- ▶ Tom Calma (Senior)
- ▶ Canterbury Leagues Club
- ▶ City of Canada Bay Council
- ▶ Community Building Partnership, Strathfield
- ▶ Future 2 Foundation
- ▶ NSW State Government
- ▶ Produce Marketing Australia
- ▶ Rosa Saladino
- ▶ Settlement Services International
- ▶ Town Hall Hotel
- ▶ Wests Ashfield Leagues Club and
- ▶ Our many individual donors.



Awards

Participate Australia is **enormously proud** to be supported by such an amazing team. This year five amazing support workers and one outstanding volunteer has been recognised by their peers for their contribution.



Ray Garden Memorial Award

Margaret Ross

The Ray Garden Memorial Award recognises the contribution of a volunteer and is named after the late Ray Garden, a participant and veteran volunteer at PA (then FRANS). This year, we are immensely proud to announce Margaret 'Maggie' Ross as the award recipient.

Maggie has volunteered her baking skills since 2017, the same year she first won the Ray Garden award. She is one of PA's longest serving volunteers, and her baking classes are more popular than ever. In fact, they are so popular that Maggie has increased the number of classes she runs each week.

Maggie likes to give back and has a lot of fun doing it. Her warm approach, her humour, and her keen baking skills, bring people together. Maggie continues volunteering at PA because she enjoys the challenge and is still learning new things.

Maggie said, "I come because I love working with people. It gives a community feeling, and it gives you a sense that you belong somewhere." Thank you, Maggie, you will always have a seat at our table!



Dick Conroy Memorial Award

Lily Djumadi

Throughout the year, office staff are invited to nominate colleagues who they feel have influenced the success of PA. The Dick Conroy Memorial Award for Service Excellence is presented to the person who receives the highest number of votes. We are thrilled to announce that this year the award goes to Lily Djumadi, Rostering Lead.

Starting her career as a teacher, Lily made the pivot to support work in 2015, joining PA team. Her teaching skills translated well into support work, helping Lily stand out. In 2020, she took a new challenge and joined the Support team as an Activity Coordinator, where Lily could deploy her skills more broadly. Lily's attention to detail, work ethic and diligence was quickly recognised by her colleagues. But Lily's greatest attribute is her commitment to great teamwork. Always willing to support a teammate, and take on new challenges, in early 2022, Lily shifted gears again, specialising as Participate Australia's Rostering Lead.

Lily reflects on her time so far at PA stating, "Every day is packed with colourful stories, laughter, and challenges. Working together with incredible teams across the organisation, who show relentless support to each other, is what keeps me motivated". There is no telling what the limits to Lily's contributions are!

Moore Brother's Award

The Moore Brothers Award for Excellence in Direct Support is a peer-voted award for a direct support worker who embody the professionalism and commitment we all aspire to. Each year, we recognise one worker from the Core Support team and one worker from the Supported Accommodation (RASAID) team with this award.

This year, we are proud to announce Anna Martins (Core Support) and Maria Davalos (RASAID) as our joint award recipients.

Anna Martins (Core Support)

Joining the PA team in 2013, Anna Martins has an extensive background in family day care. After some encouragement from family, Anna took on a position as a support worker, working primarily in the Day Options programs. Anna's passion for helping others and her ability to make everyone feel welcomed, saw her become an invaluable member of the team.

Her commitment to professional development led her to become a team leader and her enthusiasm for cooking means that there are always smiles around the table whenever she is around.

Anna states, "I cannot thank my colleagues enough for all their support and encouragement throughout the years. Your guidance and belief in me have built my confidence and made me a stronger person".

Anna, it is us who want to thank you!

Maria Davalos (RASAID)

Maria Davalos joined the RASAID team at PA in 2021 as she has always loved supporting people, even from a young age when she would volunteer at church.

Maria brings a professionalism and empathy to her work which stands out amongst colleagues, participants, and carers alike.

Maria works with many of the RASAID participants and brings a person-centred approach to everything she does. "I love my job," Maria states, "the reward that I see and feel when the participants achieve a goal, and I was part of that achievement is what keeps me motivated". When asked what she finds the most rewarding part of her work, Maria does not hesitate, "The smile of the participants!".

Thank you, Maria, for your amazing contribution.



Rising Star Award

Each year, the Rising Star Award is given to a support worker who has been at Participate Australia for 12 months or less. It is one of our most important recognitions as it acknowledges the talent and contributions of our newest colleagues and aims to encourage others.

This year, the joint winners of the Rising Star Award are Marcel Adhitama and Anita Bhatta.

Marcel Adhitama

Partially through a Social Work degree, Marcel's career took a different direction when he joined the PA team in March 2022. Jumping into the opportunity, Marcel remains motivated by supporting our participants live happy and enjoyable lives.

Marcel finds the most rewarding part of his work, "getting a smile or a 'thank you'" from the people he supports. He states, "I basically just want to support people so they can have more opportunities to enjoy their lives".

It is great to have you on the team, Marcel!



Anita Bhatta

Also starting in March 2022, Anita Bhatta has quickly become a part of the PA family. From an early age, Anita has devoted her life to 'service'. Prior to becoming a support worker at PA, Anita worked in a vaccination hub during the peak of Covid-19. Anita seeks to, "make a direct impact in the lives of those we support". Working primarily at RASAIID, Anita loves supporting the 15 residents stating, "I look forward to coming to work every day. I always feel proud of being a support worker, it gives me more encouragement and motivates me for my future".

We are proud to have you on the team, Anita.



The Jerry McNamara Advancement Award

Merna Shaaya

This year we are delighted to be presenting the inaugural Jerry McNamara Advancement Award.

This award was named in honour of former CEO, Jerry McNamara. It acknowledges the contribution of a worker who has gone above and beyond their expected duties to advance PA's strategic or business goals or who has championed PA's values. This a peer nominated award and decided by the Board.

In this, the first year of this award, we received a total of 16 nominations. The high quality of the work demonstrated by those who were nominated made it very difficult to choose a winner.

We are delighted to announce that the Jerry McNamara Advancement Award has been awarded to Merna Shaaya, Senior Justice Coordinator for her outstanding contribution to the continued growth of the Justice participants, despite taking on the role under complex and challenging circumstances.

As we noted choosing a winner from the high calibre of entries has been very difficult. We would like to acknowledge two highly commended nominees. The first, Keith Crowley-Mills, for his outstanding commitment and leadership of the Covid-19 incidents at RASAIID in April 2022. The second, is Nicholas Fodor, Lily Djumadi and Gabriella Antelmi, for their reintroduction of innovative virtual activities during the Covid-19 lockdowns, enabling participants to remain engaged and reducing their social isolation.



We are enormously proud to be supported by such an dedicated team. This year six amazing team members and one outstanding volunteer has been recognised by their peers for their contribution.

Treasurer's Report

The audited accounts for the year ended 30 June 2022 are presented for your consideration and adoption.

The 2021-22 financial year finished with an operating deficit of \$1,046,674 compared to a surplus of \$136,923 for the previous financial year, a decline of \$1,183,597.

Income

Total revenue decreased by \$988,767 on the previous year, with the decrease in revenue from group programs and activities and Covid-19 relief accounting for \$1,020,982.

There was a \$32,215 increase in revenue (donations, grants, and corporate sponsorships) to make up the balance.

Expenses

Expenses increased by \$494,830 on the previous year mainly due to:

- \$380,531 increase in salaries and wages, with JobKeeper supporting the ongoing employment of staff, in the face of reduced revenue from programs and activities.
- \$114,299 increase in other operating costs of depreciation, occupancy, motor vehicle and other expenses.

Financial Position

On the Balance Sheet, Current Assets exceeded Current Liabilities by \$45,798 at 30 June 2022, Cash at Bank was \$766,270 and Net Assets were \$416,072.

These indicators were down on the previous year for reasons well understood and they are discussed regularly at Finance and Audit Committee and Board meetings and by the Executive and Management.

Statement of Cash Flows

Net cash outflows from operating activities were \$1,106,167 with cash payments exceeding cash receipts.

Any queries regarding the 2021-22 results can be addressed to me or to the CEO Angela Tsoukatos.

I would like to thank the Board, Management and Staff and our auditor David Conroy for their support, help and advice throughout the year.



Warren Dawes

Treasurer
29 September 2022

Balance Sheet As at 30 June 2022

	Note	2022	2021
Current Assets			
Cash And Cash Equivalents	4	766,270	1,999,303
Accounts Receivable And Other Debtors	5	490,501	324,917
Total Current Assets		\$1,256,771	\$2,324,220
Non - Current Assets			
Property, Plant And Equipment	6	249,442	177,046
Right Of Use Assets	7	233,160	364,230
Total Non - Current Assets		\$ 482,602	\$ 541,276
Total Assets		\$ 1,739,373	\$2,865,496
Current Liabilities			
Accounts Payable And Other Payables	8	277,751	289,108
Provisions	9	808,929	730,601
Lease Liabilities	10	124,293	136,500
Total Current Liabilities		\$ 1,210,973	\$1,156,209
Non Current Liabilities			
Lease Liabilities	10	112,328	246,541
Total Non Current Liabilities		\$ 112,328	\$ 246,541
Total Liabilities		\$ 1,323,301	\$1,402,750
Net Assets		\$ 416,072	\$ 1,462,746
Equity			
NDIS Working Capital Reserves		1,020,000	1,020,000
Retained Surplus		(603,928)	442,746
Total Equity		\$ 416,072	\$ 1,462,746

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2022

	Note	2022	2021
Revenues from ordinary activities	2	9,583,131	10,571,898
Employee benefits expense		(9,663,526)	(9,282,995)
Depreciation and amortisation expenses	3	(185,540)	(276,641)
Occupancy expense		(248,375)	(171,621)
Programme activities expense		(46,937)	(64,022)
Motor vehicles expense		(20,241)	(19,163)
Other expenses from ordinary activities		(465,186)	(320,533)
Current year surplus/(deficit) before income tax		<u>\$(1,046,674)</u>	<u>\$ 436,923</u>
Income tax expense	1	-	-
Net current year surplus/(deficit)		(1,046,674)	436,923
Transfer (to)/from NDIS working capital reserves			(300,000)
Total comprehensive income surplus/(deficit)		<u>\$(1,046,674)</u>	<u>\$ 136,923</u>

Statement of Changes In Equity

For the year ended 30 June 2022

	NDIS Working Capital	Retained Reserves	Total Surplus
Changes in equity			
Balance at 1 July 2020	720,000	305,823	1,025,823
Net surplus for the year	-	436,923	436,923
Transfer from reserves	300,000	(300,000)	-
Total comprehensive income attributable to members of the entity for the year	-	136,923	136,923
Balance at 30 June 2021	<u>\$1,020,000</u>	<u>\$ 442,746</u>	<u>\$1,462,746</u>
Net deficit for the year	-	(1,046,674)	(1,046,674)
Transfer to reserves	-	-	-
Total comprehensive income attributable to members of the entity for the year	-	(1,046,674)	(1,046,674)
Balance at 30 June 2022	<u>\$1,020,000</u>	<u>\$(603,928)</u>	<u>\$ 416,072</u>

Statement of Cash Flows

For the year ended 30 June 2022

	Note	2022	2021
Cash Flows From Operating Activities			
Receipts from fees and sale of services		89,168	104,015
Grants and programme funding received		8,906,585	8,653,703
ATO COVID-19 Relief		611,348	2,187,800
Interest Received		450	1,247
Payments To Suppliers And Employees		(10,713,718)	(10,840,520)
Net Cash Provided By Operating Activities	14 (b)	<u>\$(1,106,167)</u>	<u>\$ 106,245</u>
Cash Flows From Investing Activities			
Purchase Of Property, Plant And Equipment		(126,866)	(86,580)
Net Cash Provided By Investing Activities		(126,866)	(86,580)
Net Increase (decrease) In Cash Held		(1,233,033)	19,665
Cash At The Beginning Of The Financial Year		1,999,303	1,979,638
Cash At The End Of The Financial Year	14 (a)	<u>\$ 766,270</u>	<u>\$1,999,303</u>

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
PARTICIPATE AUSTRALIA LIMITED
ABN 39 136 853 895**

**Report on the Audit of the Financial Report
Opinion**

We have audited the financial report of Participate Australia Limited (the registered entity), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

In our opinion, the accompanying financial report of Participate Australia Limited has been prepared in accordance with Div 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the registered entity's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – AASB 1060: General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities and the Corporations Regulations 2001 and the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2022, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – AASB 1060: General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities and the Australian Charities and Not-for-profits Commission Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error. In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.



Principal: David Conroy FCA

Postal Address:
Level 2/154 Elizabeth Street
Sydney NSW 2000

Telephone: 02 9267 9227
Fax: 02 9261 3384

Email:
david@conroyaudit.com.au
ABN: 95 373 401 379

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- – Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- – Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- – Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- – Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- – Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit. We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



**D R Conroy
Principal
Street Sydney NSW 2000**

Dated this 14th day of September 2022

Statement by the Board of Directors

In the opinion of the Board of Directors the accompanying financial report presents a true and fair view of the financial position of Participate Australia Limited as at 30 June 2022 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.

At the date of this statement, there are reasonable grounds to believe that Participate Australia Limited will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Glenn Ball
Chair



Warren Dawes
Treasurer

The United Nations Convention on the Rights of Persons With Disabilities

Participate Australia supports the United Nations Convention on the Rights of Persons with Disabilities, and our employees are bound by the principles for which it stands.

The Convention's purpose is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.



Participate Australia

113 Edwin St North Croydon NSW 2132
PO Box 210 Croydon NSW 2132

T 02 9799 4333

E enquiries@participateaustralia.com.au

participateaustralia.com.au

ABN 39 136 853 895

ACN 613 814 654

CFN 14593

NDIS Provider No. 4050002920

