



**SHAPING
OUTCOMES**



SHAPING OUTCOMES ANNUAL REPORT 2017

Here to support children thrive, connect & belong

CONTENTS PAGE

1	ABOUT SHAPING OUTCOMES	3
	1.1 History of Shaping Outcomes	4
	1.2 Family Story	5
	1.3 Our Philosophy	8
	1.4 Our Services	10
	1.5 Strategic Direction	11
2	REPORTS	12
	2.1 Committee President	12
	2.2 Executive Officer	14
	2.3 Community Partners Report	17
3	HIGHLIGHTS	18
	3.1 2017 Year in Review	18
4	COMMUNITY PARTNERS	19
	4.1 Organisations and Groups	19
	4.2 Government and Individuals	21
5	STRUCTURE AND FINANCE	22
	5.1 Committee	22
	5.2 Staff	23
	5.3 Accreditations, Certifications and Memberships	24
	5.4 Financials	25



ABOUT SHAPING OUTCOMES

We are a non-profit community organisation managed by a Management Committee consisting of parents of children with disabilities and/or developmental delays and community members.

Shaping Outcomes has been providing early intervention services to the Tweed community since 1981, through government funding and the support of local businesses and community groups.

Research supports starting intervention services in infants and young children as early as possible and is most effective in supporting the development of children who have a disability or who are at risk.

Shaping Outcomes services and staff are child and family-centred, aiming to provide flexible options that are offered onsite, in the homes of our families as well as in other vital everyday settings in the children's life, such as a preschool or day care centre.

Our staff have extensive work experience, are all professionally qualified as Early Childhood Intervention Inclusion (ECII) Key Worker Specialists and Early Childhood teachers, and have obtained additional training in various fields including autism and non-verbal communication.

We are HDAA 3rd Party verified and members of the following associations, Early Childhood Intervention Australia (ECIA), Early Childhood Australia (ECA) and National Disability Services (NDS). We are a registered provider of National Disability Insurance Scheme (NDIS) Supports and in 2017 we received an ECIA excellence award for "team around the child".

Shaping Outcomes provides early intervention services for children with disability and/or developmental delays and their families.

We have a family-centred flexible approach.



HISTORY OF SHAPING OUTCOMES

1981

Service started with 6 children, 6 parents, 1 voluntary Teacher and 1 Clinical Psychologist. Services were all centre based in a small demountable building donated by John Baxter. Then call Tweed Valley Early Childhood Intervention Service Inc. (TVECIS).

1987

Services expanded to itinerant at local preschools/day care.

1991

30 children and families, 18 children on wait list, increase in the numbers of children aged birth-3yrs, 1 full time Director/Teacher, 1 full time teacher, 1 part time teacher.

1996 - 2000

96'/'00' extensions to premises to accommodate growth in service. Services further expanded to home based, itinerant and centre based. 15 different services offered.

2007

Projects for Parents introduced to TVECIS and has been building parents capacity since.

2014

Our name changed to Shaping Outcomes and our goals became outcome-focused. Now an innovative company with 17 staff, a skilled parent-based committee, and numerous volunteers. Received 3rd Party Verification against NSW Disability Service Standards.

2015

The only not-for-profit in Australia invited to present at the Microsoft AP Conference on 'Innovative Solutions'.

2017

Commenced NDIS from 1st July.

191 children, 16 staff members and assisting children aged 0-12.



FAMILY STORY

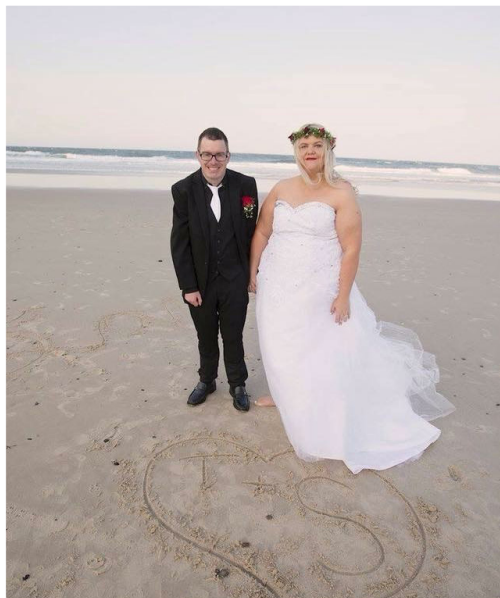
We are always honoured when a family from our service shares their story with us about their child and family. This year we feel particularly privileged to share the story of one of our incredible Key Worker Specialists Debbie Wearne and her daughter Sheree. Their story spans 29 years, has witnessed numerous changes and improvements in the disability industry and ends in a love story to rival Prince Harry!

When Shaping Outcomes, then known as Tweed Valley Early Childhood Intervention Service, was in its infancy, Debbie and her family moved to the Tweed Shire area in 1988 with their 1 year old daughter Sheree. The motivation for the move from Walgett, was specifically to have access to supports and services for their family and Sheree who had been diagnosed with profound deafness and cerebral palsy.

Little did anyone know that this move also meant that Sheree would meet her soul mate, when she met 2 year old Timothy in her visits to Shaping Outcomes.

In 1989 the community still had a long way to come in terms of including and accepting children with disabilities. At the time no mainstream preschools or childcare centres would support a child with a disability until St Joseph's Preschool in Tweed Heads commenced an inclusive program, welcoming Sheree and her best friend Timothy.

When Sheree was born Doctors told Debbie and her family that she wouldn't be able to walk or talk. Early intervention staff offered a more positive, encouraging, family centred and inclusive approach. Inspiring Debbie to become a teacher specialising in disability so she could support Sheree and other children in her community to learn and grow.

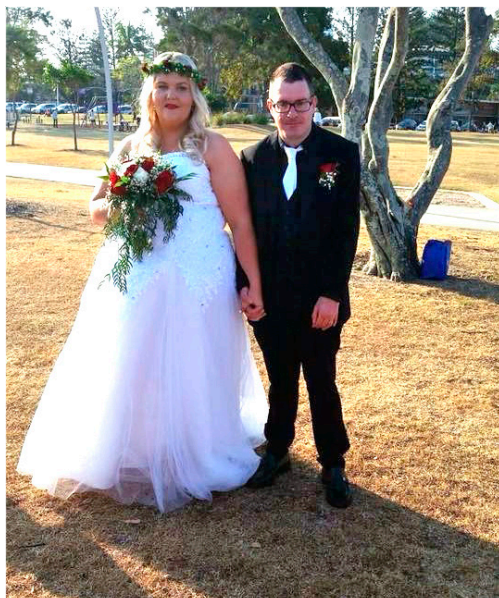


Debbie worked in early childhood centres across Tweed in a variety of roles for 12 years, before being offered a role at Shaping Outcomes due to her wealth of professional and personal experience in disability. Sheree was 15 years old and attending school together with her best friend Timothy. As Sheree's younger sister Lisa recently commented "Life has a way of bringing people together and for these two soul mates the stars were perfectly aligned".



It was in those years at school that the friendship started to develop into love. Timothy was 16 years old and Sheree 15 years old when Timothy asked Sheree out on their first date. Chaperoned by their mothers Debbie and Maggie, Sheree and Timothy had a wonderful evening. The evening ended with their first kiss at Jack Evans Boat Harbour under the fireworks.

Throughout the years that followed, Sheree and Timothy's families watched as their relationship and love grew for each other. After the completion of high school, Sheree and Timothy started their adult education at TAFE, achieving numerous certificates and a diploma in many different areas of education, including Maths, English, Hospitality, Visual Arts and Digital Media Technology.



Debbie continued her incredible work at Shaping Outcomes becoming an accredited Triple P Stepping Stones (Level 4) practitioner and Key Word Sign Presenter. Debbie has studied Auslan, Signed English and Baby Sign. Debbie is a MyTime Facilitator and Team Leader with a personal and professional interest in parent-to-parent support groups. Debbie's work in this area and her advocacy for the rights for people with a disABILITY and inclusion, were recognised in 2014 when Debbie was presented with a Tweed Shire Council Advocacy and Inclusion award for an Individual.

Sheree and Timothy have gone from strength to strength complementing their love for technology and nature, with art and photography classes. Their shared love for Tenpin Bowling, has them competing in tournaments and both national and state championships together. Sheree can drive her adapted car with full license, allowing Timothy and Sheree to be independent and in control of their lives. Sheree and Timothy have lived together for many years, continually pushing each other to be the best they can be, accomplishing so many things by themselves and together. Demonstrating their abilities and becoming vital members of our community.

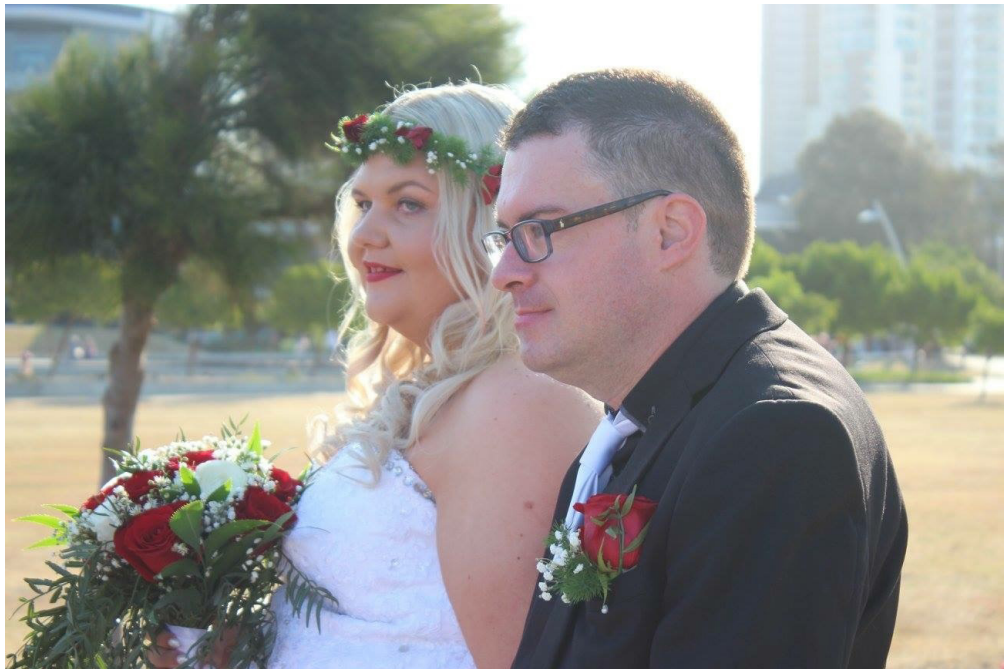
Then after all those years, on one beautiful night, at just the right time, Timothy asked Sheree if she would marry him, Sheree replied with a 'yes'.

On 23rd September 2017, at the same place they had their first kiss 15 years ago, they joined hands and declared their love for one another in front of family and



friends. Exchanging vows and rings, in front of a beautiful water backdrop on a perfect day, sharing their first kiss as husband and wife and joining their families together.

Everyone at Shaping Outcomes are overjoyed for Sheree, Timothy, Debbie and their families. We are so grateful to have been a part of their love story and wish them love and happiness.



PHILOSOPHY

The Mission and Vision are vital to the Staff and Management Committee of Shaping Outcomes. These two statements are used to help others understand why Shaping Outcomes is so committed to the work we do and they help guide the strategic direction of our organisation in both short and long term goals.

VISION

Children with disabilities or developmental delays and their families are supported to have quality of life, and are embraced by their communities.



MISSION

As a leader we provide innovative and quality practices to support children with disabilities or developmental delays and their families and thus build inclusive communities that enable children to thrive, connect and belong.



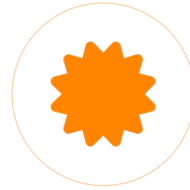
OUR VALUES

The principles, standards of behaviour and ideals of our organisation.



TRUST

Every child, family member, community member, colleague and practitioner will be treated with respect, empathy and dignity. We value the role of families in deciding what is in the best interests of family members.



EXCELLENCE

We believe all family members have strengths and the ability to grow. We use innovative, evidence-based practices that are solution focussed. We support continuous learning for our staff and promote working together.



WELLBEING

We commit to ensuring the wellbeing of children, families, staff and community.



CHOICE

We create collaborative partnerships by offering choice and flexibility. We share knowledge to support participation, and our practices are based on each family's goals and priorities.



SERVICES

Shaping Outcomes delivers specialised supports that build on the strengths and increase the abilities of children with disabilities or delays and their families. To create resilience, and help children and the community surrounding them feel and act empowered, we work on extending the capacity for children, families and the community.

Our service design compliments the NDIS framework and is strongly built on evidence-based research.



EARLY CHILDHOOD EARLY INTERVENTION (ECEI) TRANSITION PROVIDER

We provide timely, quality assistance, advice and access to early intervention and support for children. The supports and services are different for each child depending on their circumstances. We connect with families, provide important information, link them with referral services and supports, help determine the support needs of children and families, assisting them to access the NDIS and monitor their child's progress.



COMMUNITY OR SELF FUNDED SUPPORTS

These supports are available for eligible children and families, who are not accessing NDIS funding or are, and wish to add additional services to their NDIS funded supports. They include: Paediatric case conferencing; MyTime; Key Word Sign; Stepping Stones Triple P; Let's Play Playgroup; transition to school support; inclusion visits; visual aids.



NDIS SUPPORTS

For children with an approved NDIS plan. The following are funded under the NDIS, and can be complemented with any of the supports offered under Community/Self-Funded supports. They are capacity building supports, group skill development, individual social skill development, parent/carer support, therapeutic supports, assessments and support coordination.

SHAPING OUTCOMES STRATEGY

2017- 2020 strategic directions were determined by our Management Committee, Management and Staff, we are looking forward to working towards meeting these goals.



STRATEGIC GOAL 1

Children and families are supported



STRATEGIC GOAL 2

The capacity of staff is enriched through a flexible, cohesive and supportive learning environment



STRATEGIC GOAL 3

Partnerships are collaborative and respectful



STRATEGIC GOAL 4

Innovative, evidence-based practices enhance inclusion and solutions



STRATEGIC GOAL 5

Organisational capacity is built for responsive growth



PRESIDENT'S REPORT

Dear Families, Staff, Friends and Community Partners of TVECIS (Shaping Outcomes),

Firstly, let me start by saying a huge THANK YOU to you all for your involvement and support of our service this year. 2017 has been a year filled with constant change, the roll out of the NDIS has had its hiccups and has taken a lot longer than what was promised. However, this took no one by surprise but has created its challenges.

Jan, our team, therapy partners and community partners have been a great support and the only exterior constant, in the whole process. Their patience and understanding as we all work through this together has been remarkable.

We have started the NDIS and begun to roll it out, receiving our first defined list in late September, rather than July 1 as anticipated. All of this being out of our control, we are thankful for such a great team that has been able to roll with the punches and still deliver an amazing support and service to our families.

2017 has not only held changes and challenges in the disability landscape but it also came with a huge change in the physical landscape thanks to Cyclone Debbie. This had massive impact on a number of our families, it also had an impact on the finances of our service with a lot of the local grants that were made available were redirected into supporting families and communities. We in no way are begrudging of this outcome, I merely offer up this information to help you understand the financial loss that TVECIS has taken in 2017, alongside some minor capital expenditure that has enabled our team to stay "ahead of the game" and be proactive with the roll out of the NDIS.

I am so proud of what Jan and the staff of Shaping Outcomes have achieved this year, they have met every milestone set for them in an ever changing environment and manoeuvred their way around many obstacles without a glimpse of wavering in the delivery of service to our children and families. This team is honestly one of the greatest working groups I have ever seen and continue to surprise me with their love and admiration of the families they serve.

I would also like to thank the TVECIS Management Committee, a group of ordinary people who's hearts are set to constantly improving our service and serving you and your families the best way they can, they volunteer their time to attend committee meetings and many other community events and always are generous with their ideas and support of the staff.

Finally, we are also extremely thankful for our families, your patience and understanding in navigating this change has been remarkable, we are well aware



of the added stress and pressures that this change has had on you all, and we are endeavouring to make it as smooth and understandable for you, with minimal interruption to the service and development of your children. We are so very proud of you and are honoured by the sacrifices you make for your family and your children, we hope that we can continue to support you and try to carry some of that load with you.

It is our desire and determination to keep you informed as best as possible for what the future holds, our aim is to provide you with the best support and information we can, if there is anything further we can do please contact us.

Yours Sincerely,

Colin Usher

President TVECIS Management Committee



EXECUTIVE OFFICER'S REPORT

There is one word that comes to mind as I think about this past year for Shaping Outcomes: **fortitude**.

It has taken fortitude to successfully implement a new and significant initiative whilst standing up for our beliefs on equality, fairness and recognition for the children with disabilities or delays and their families in our community. We doubled down on our efforts and experienced an extremely strenuous year. In addition to providing our traditional early intervention and transdisciplinary services to 175 children and their families, with the commencement of the National Disability Insurance Scheme (NDIS) across Northern NSW in July 2017, we also delivered early childhood early intervention (ECEI) transition support to 76 children aged 0-6 years, and NDIS individualised supports through NDIS funded packages to 16 children, aged 0-12 years.

In the first 6 months of 2017, we continued our efforts in preparing families for the NDIS by keeping them informed of the requirements under this new scheme, including updates and changes, through community-funded group and individual information sessions, newsletters, our new streamlined website and social media updates.

With 36 years of service provision across the Tweed community, and recognition as an innovative leader of quality early childhood intervention supports, we were invited to participate in the UNSW, Social Policy Research Centre project: Implementation of the NDIS in the early childhood intervention sector in NSW. Commissioned by Early Childhood Intervention Australia (ECIA), this project has focused its consultations and discussions with families and service providers on the practicality, feasibility, viability and outcomes of the ECEI approach in its transitional phase. As a vocal advocate for evidence-based ECI practices and the benefits for children and their families, we vehemently shared our concerns.

The NDIS has the potential to provide wonderful opportunities for all children with disabilities or developmental delays and their families, to increase their life experiences, skills and interests, and improve access to and inclusion within their communities. However, we believe the NDIS will be insufficient without further reforms – a view that is shared by several leading bodies.

In April 2017, Shaping Outcomes accepted an invitation to partner with NSW Department of Ageing, Disability and Home Care (ADHC) as an ECEI Transition Provider for the transitional period to 30 June 2018, working closely with families to link with local services, provide Key Worker support and assist families to develop NDIS plans for their children for submission to the NDIS. Shaping Outcomes



has received outstanding feedback from families and transition partners and the National Disability Insurance Agency (NDIA) on the quality of the plans, and the expediency of the transition process.

In late October 2017, the NDIA opened the tender process for three-year ECEI contracts in NSW. However, the eligibility criterion prevents an ECI organisation registered as an NDIS Provider, from being appointed as an ECEI Partner. The impact of this is significant for children with disabilities or delays and their families, ECI services and the wider community. Historically, ECI services in NSW have performed ECI and ECEI roles, building strong partnerships and working relationships within the community to achieve positive outcomes for children, the proposed ECEI NDIA approach is contradicting effective best practice and will have a detrimental effect on our communities.

We provided in our feedback to the UNSW, the shared concerns across the ECI sector that large organisations with no local experience, knowledge or expertise in early childhood intervention will be commissioned. There is a high risk that families will be disconnected from their local support networks, and will not have seamless pathways to their local ECI provider's as they will have to go through the initial and/or review planning with a whole new set of organisations, who do not have the knowledge, skills or community connections of their current providers. We await the submission of this feedback to the NDIA, and seek to have responsive reforms in the access to and delivery of the NDIS for children aged 0-6 years.

In May 2017, Shaping Outcomes was delighted and humbled to receive the ECIA NSW/ACT's Excellence Award for 'Team Around the Child'. ECIA recognised Shaping Outcomes "highly innovative organisational model" of employing Key Workers supported by a panel of therapists from the local community, providing families with "unprecedented flexibility, choice and control over the support and service they receive".

Passionate about our engagement in the local Tweed community, we volunteered as part of the Currumbin, Coolangatta, Tweed Rotary Club team, at their Melbourne Cup event, Cooly Rocks On and Wintersun 2.0 festivals. We participated as members of the Tweed Shire Council Access and Inclusion Awards committee, Tweed Disability Interagency, and the Tweed Combined Action Network.

With the increase in the volume of support needed, staff numbers have continued to grow with the commencement of an NDIS Planner and three Key Workers. We welcome these new staff members who bring new skill sets and opportunities to Shaping Outcomes.

Recognition and my personal thanks must be given to all the staff who have given their all these past twelve months to ensure families were adequately supported,



activities were purposeful and reflected the goals people were aspiring to, whilst remaining committed to providing quality service in a changing world. Your dedication and commitment is to be commended, and feedback from families, our service partners and the wider community reflects and confirms this appreciation. A huge thank you to all our staff and volunteers for your dedication to providing quality outcomes to the children and their families.

Without doubt, the skills, knowledge and commitment that Colin Usher, President and the Management Committee members bring to Shaping Outcomes would be the envy of many organisations. Col and the Committee members are focused on strategy, excellent governance and long-term sustainability. As family members, they have also provided invaluable practical assistance with their thorough awareness of the needs of families and how best we support them in the transition to the NDIS. We sincerely thank you all for your outstanding contribution, incredible passion, and personal investment in Shaping Outcomes.

We greatly value the partnerships we have in the local Tweed community with so many dedicated and passionate community partners. Shaping Outcomes enjoys a shared goal with its community partners to strengthen the network of support around each child as they grow and develop through their early years and into school. We are incredibly thankful for your ongoing support and are inspired by your commitment to improving outcomes for every child, every step of the way.

As we continue to learn and move forward under the NDIS, we thank all our families for their patience and support during this time of transition. We have listened and understood the challenges you have faced with this transition, and recognise the fortitude you have demonstrated over the past year. We will continue to work in partnership with you to ensure the best outcomes for all.

We would like to extend a warm welcome to all our new families who have joined us during the past twelve months, we are committed and dedicated to providing quality service to all our families.

With the momentum created by tenacious and talented staff, an incredibly supportive and visionary Committee, and our commitment to the best possible outcomes for deserving children and families, we enter into 2018 with the same fortitude that has reaped many rewards in 2017.

Yours Sincerely,

Jan Cronly
Executive Officer



COMMUNITY PARTNERS REPORT

Thank you. Every year when it comes time for this update those two words seem so little, yet convey so much! It's difficult to try and express our thanks and gratitude for the support, connection, advocacy and understanding of our community over the last 12 months. There are 12 months worth of stories that I could share, from phone calls of support to large grants and everything in between. A full honour list of our supporters from 2017 is on page 19.

We have had a big year in more ways than one, I'm looking at you NDIS. Welcoming several new community partners on board with their support for some innovative new programs. Working together again with partners we have been privileged to work with over two, three, four or in some cases 36 years! Aiming high with some larger and more ambitious projects funded by our community partners. Some brilliant community events and of course transitioning our families, children and ourselves to the NDIS.

For the last three years we have spoken in depth and at length with all our community partners about the upcoming changes the NDIS would bring. Speaking honestly about the difficulty in preparing for the change and knowing where we would need funding support when the goal posts were constantly shifting.

For us, our priority has remained the same throughout all this. That priority is meeting the needs of the children with a disability and developmental delays in the Tweed Shire supporting them and their families to the best possible outcomes for them.

Therefore the focus of our community funded programs, has been and will continue to be, on meeting the needs of these children and families. Finding ways of bridging the gap between what is offered by the NDIS and what the children and families in our community are asking for and need. Providing them with the opportunity to thrive, connect and belong during a time that has been tumultuous for the organisations and families involved.

So it is with our hearts on our sleeves we thank all our community partners and supporters again for your donations of time, money and in-kind resources in 2017. As we look forward to 2018 with optimism and determination, we are proud and grateful to have your support.

Yours Sincerely,

Amber Thorley
Community Relations Manager



2017 YEAR IN REVIEW



COMMUNITY PARTNERS

The financial funding and in-kind donations we receive from community groups, organisations, individuals and government services: Help us deliver quality continuity of service to those families most in need; Allows us to expand our services to meet the increasing needs of the families in our community; Provide additional support not incorporated by government funding.

COMMUNITY PARTNER	ACTIVITY SUPPORTED
Twin Towns Services Club	<ul style="list-style-type: none"> • Direct Support Program for Children with Disability (NSW ClubGrants). • Hosted annual Kid's Party.
Twin Towns Services Foundation	<ul style="list-style-type: none"> • Shaping Outcomes NDIS Transition Program. • Annual Kid's Party.
Currumbin, Coolangatta, Tweed Rotary	<ul style="list-style-type: none"> • Research and Development. • NDIS Supports.
Seagulls	<ul style="list-style-type: none"> • Direct Support Program for Children with Disability (NSW ClubGrants).
Tweed Patchworkers	<ul style="list-style-type: none"> • Group resrouces. • Handmade quilts, library bags, iPad bags, dolls and teddy bears.
Northern Rivers Community Foundation	<ul style="list-style-type: none"> • Shaping Outcomes Parent Project.
Murwillumbah Services Memorial Club	<ul style="list-style-type: none"> • Direct Support Program for Children with Disability (NSW ClubGrants). • Collects donations on our behalf.
EPIC Assist	<ul style="list-style-type: none"> • Let's Play Playgroup.
ITV (UK-based production house)	<ul style="list-style-type: none"> • Guest Speakers for parents during children's groups.
Australasian Order of Old Bastards (AOOB)	<ul style="list-style-type: none"> • Parent Information and Resource Library.

COMMUNITY PARTNERS

COMMUNITY PARTNER	ACTIVITY SUPPORTED
Gold Coast Airport Community Benefit Fund	<ul style="list-style-type: none">• Fergus & Delilah books for families.
Tweed Heads Bowls Club	<ul style="list-style-type: none">• BBQ Packs for Family Days.
Kids in Need	<ul style="list-style-type: none">• Supports families with individual contributions to enable resource access.
Honda Foundation	<ul style="list-style-type: none">• New childrens play kitchen for the Teaching Room.
Teenage Adventure Camps Queensland	<ul style="list-style-type: none">• Complimentary tickets for our families to visit David Fleay's Wildlife Park.
Kingscliff Lions Club	<ul style="list-style-type: none">• Teaching resources for our groups.
Broadwater Southport Rotary	<ul style="list-style-type: none">• Complimentary tickets for our families to attend Circus Quirkus.

GOVERNMENT AND INDIVIDUAL PARTNERS

GOVERNMENT PARTNER	ACTIVITY SUPPORTED
Family and Community Services Ageing, Disability and Home Care	<ul style="list-style-type: none">• Early Childhood Intervention.• Transdisciplinary Packages.
Community Transport	<ul style="list-style-type: none">• Enabled access to services for children/families.
Department of Social Services	<ul style="list-style-type: none">• HCWA.• Better Start.
Tresillian	<ul style="list-style-type: none">• MyTime.
Tweed Shire Council	<ul style="list-style-type: none">• Access and Inclusion Awards• Disability Interagency.

The following individuals, have contributed their time, professional skills, finances and support.

<ul style="list-style-type: none">• Bolster and Co., Mark Bolster	<ul style="list-style-type: none">• Marcus Binns
<ul style="list-style-type: none">• Diana Traversi	<ul style="list-style-type: none">• Dr David McMaster
<ul style="list-style-type: none">• Steve and Hayden Gaughan	<ul style="list-style-type: none">• Doug Cook

MANAGEMENT COMMITTEE

As a community service we have a voluntary committee of parents and community members. The Management Committee manages the service and is responsible for its administration. Without committee members volunteering their time, Shaping Outcomes would not be able to continue operating as it does. A great deal of work and commitment goes into being a member of a committee and we would like to take this opportunity to thank our committee.

OFFICE BEARERS

President - Colin Usher
Vice President - Nadeene Scotney
Treasurer - Kiley Blackhall
Secretary - Cassy Read
Public Officer - Jude McColm

GENERAL COMMITTEE MEMBERS

Lindy Andrews
Lucie Hodgson
Deborah Bee
Sue Clarke



STAFF

MANAGEMENT AND ADMINISTRATION

Jan Cronly, Executive Officer

Jude McColm,
Financial Consultant

Amber Thorley, Community
Relations Manager

Ruth Usher, NDIS Planner

KEY WORKER SPECIALISTS

Joanne Bacon
Christine Becker
Kerrie Chique
Elaine Clinnick
Sharon Grennan
Michelle O'Neill
Aimee Maynard
Debbie Wearne

SUPPORT

Stefanie Pawluk

MYTIME FACILITATORS

Matt Allen
Lisa Stoddart
Debbie Wearne

CHILDCARE WORKERS

Tanya Allen
Narelle Chapman
Lisa Stoddart



ACCREDITATIONS, CERTIFICATIONS AND MEMBERSHIPS

Our service and staff have accreditation, certification and membership with the following.



Key Worker
Certification 2013



NDS Member



NSW Disability Service
Standards
Verification Number
345NHS



Key Word Sign NSW
Practitioner



Triple P
Stepping Stones
Practitioner



MyTime
Facilitator



Queensland College of Teachers



Hanen Learning Language and Loving It Practitioner



PECS
Trained



Certified Practitioner 2015



Carers NSW
Facilitator



Early Childhood Australia



NESA

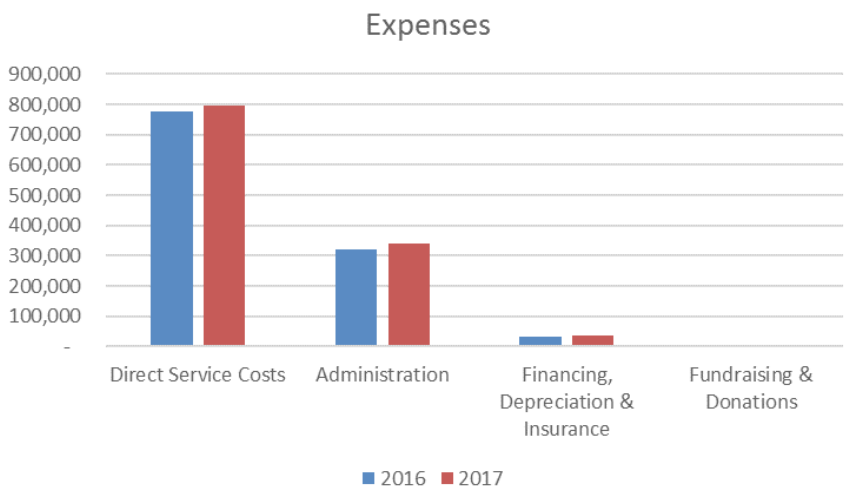
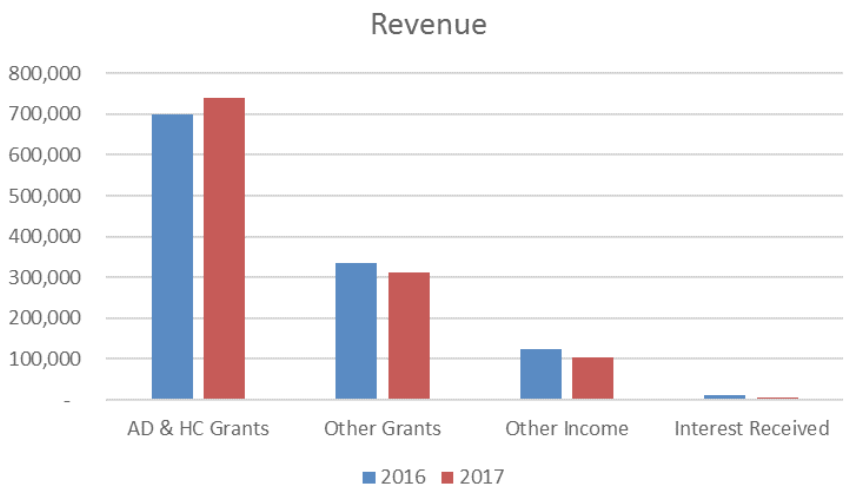


Early Childhood Intervention
Australia

FINANCE REPORT SUMMARY

FINANCIAL PERFORMANCE

The service has achieved a deficit of nearly \$12,000 for the year ended 30 June 2017. This is compared to a surplus of nearly \$38,000 in the year ended 30 June 2016. This result equates to a decrease in revenue of 0.88% and an increase in expenses of 3.47%. The decrease in income has been across a variety of income categories. Despite this challenge, it has largely been offset by increased revenue from other sources, resulting in overall revenue reducing by only \$10,305.



FINANCE REPORT SUMMARY

Wages for direct service costs and administration, have increased by 6.71% to prepare for the NDIS transition period. However, this appears to have had minimal impact on the overall financial performance, with other various expenses decreasing across the board. Throughout this transition period, the service has continued to provide a high standard of support to increasing numbers of ECI participants. The service has also undertaken an increased level of in-house training, preparing all staff for NDIS service provision and planning, while continuing to provide ECEI and Transdisciplinary services.

The increase in administration costs for the service of about \$19,000 is mostly due to, an increase in marketing activities and increased staff levels (showing the service's commitment to maintaining and acquiring quality staff with industry knowledge and skills).

FINANCIAL POSITION

Again, the service has worked to improve its cash resources. The current ratio (ratio of current assets to current liabilities) has improved from 1.49 : 1 to 1.62 : 1 and unallocated cash resources are about \$249,000 at 30 June 2017.

The service has continued to work hard to strengthen its financial position for the same two crucial reasons as outlined the previous two years. Firstly, the transition from the service's current funding model which involves block funding received in advance, to the NDIS funding model which will involve invoicing for services provided, creates a major change in the service's cash flows.

NDIS service providers have been advised that about 3 months of operation should be provided for from service resources prior to the transition in the second half of 2017. The second reason the service has strengthened its financial position is the uncertainty surrounding our facilities with the redevelopment of the Tweed Hospital. It is hoped that the service will be sufficiently provided for in the redevelopment, however, there is no certainty and therefore contingency for relocating the service is required.



FINANCE REPORT SUMMARY

SOURCES OF REVENUE	2016		2017	
	\$	%	\$	%
AD and HC Grants	700,100	59.70	741,393	63.78
Other Grants	336,711	28.71	312,130	26.85
Other Income	125,395	10.69	103,972	8.94
Interest Received	10,588	0.90	4,994	0.43
	1,172,794		1,162,489	

BREAKUP OF EXPENSES	2016		2017	
	\$	%	\$	%
Direct Service Costs	778,794	68.63	797,641	67.93
Administration	322,086	28.38	341,135	29.05
Financing, Depreciation and Insurance	32,183	2.84	35,033	2.98
Fundraising and Donations	1,732	0.15	370	0.03
	1,134,795		1,174,179	





SHAPINGOUTCOMES

Here to support children thrive, connect & belong

TWEED HEADS

in person Florence Street
mail PO Box 105 Tweed Heads NSW 2485
phone (07) 5536 1320

email admin@shapingoutcomes.com.au
web www.shapingoutcomes.com.au

National Relay Service on 1800 555 630



Our services and staff have accreditations, certifications and memberships with the following.



NDS Member



NSW Disability Services Standards
Verification Number:
345NHS



Queensland
College of Teachers



Hanen Learning Language
and Loving It Practitioner



Key Word Sign
Practitioner



Triple P
Stepping Stones
Practitioner



My Time
Facilitator



PECS
Trained



Certified
Practitioner 2015



Carers NSW
Facilitator