



**SHAPING
OUTCOMES**



SHAPING OUTCOMES ANNUAL REPORT 2018

Here to support children thrive, connect & belong



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ABOUT SHAPING OUTCOMES

We are a non-profit community organisation managed by a Board consisting of parents of children with disabilities, staff members and community representatives from the disability industry and early childhood services.

Shaping Outcomes has been providing early intervention services to the Tweed community since 1981. In 2017 we became a registered National Disability Insurance Scheme (NDIS) Provider.

Our programs and services are consistent with early childhood education, inclusion and disability philosophies. We utilise interaction through play and daily routines, to promote growth and development in children.

We work closely with families as a team that supports and surrounds their child. Communicating and sharing information, knowledge and skills with children, families and other team members such as therapists. Working in the child's environments, these may include the family home, child care, preschools or community areas.

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 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 focus on building strengths and increasing abilities.



HISTORY OF SHAPING OUTCOMES

1981	Our 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 called Tweed Valley Early Childhood Intervention Service Inc. (TVECIS).
1987 to 1991	Services expanded to itinerant at local preschools/day care. 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	The new extension officially opened on the 8th February 1996. Services further expanded to home based, itinerant and centre based, 15 different services offered.
2000	1 full time and 2 part time teachers employed who provide services to 21 local daycares/ Preschools and Family Day Care services in the Tweed. Supporting 60 children and families in those communities.
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. Supported 197 children in developing and submitting their NDIS plans, an unprecedented number of plans produced by an organisation acting as a NDIS Transition Provider.
2018	Delivered service to over 200 children. 1 full time Director, 3 part time Admin/Management staff, 3 part time Disability Support Workers, 2 full time and 5 part time Teachers/Key Worker Specialists and 3 additional part-time support staff. We work with 35 therapists, 26 early childhood services and 35 primary schools.



FAMILY STORY

My husband, Doug, and myself have 7 year old boy/girl twins called Sam and Pippa, and 5 yr old Lachlan, but he wants to be known as Lock. My mum and dad live around the corner and are the glue of our family!

We have been with Shaping Outcomes since for 4.5 years. Initially, we were linked in when Sam was diagnosed with ASD, when he was about 2.5yr. He started attending his "little group" every week until he started school. By the time he started school, he was a different kid – and I attribute this to his week "little group". Shaping Outcomes provided lots of strategies at home, especially making visual prompts. At the same time, our youngest (Lachlan) was diagnosed with a severe speech disorder, and he was linked in with Shaping Outcomes. Pippa also had speech difficulties.

I felt comfortable as the NDIS approached, because I knew Shaping Outcomes were walking me through it. I think if I was on my own, I would have been overwhelmed by it. It was time-consuming, but mainly because I have 3 who are connected with NDIS. Other than the time factor, it was an easy process for me. But I suspect there was a lot behind the scenes and a lot of work that Aimee my Child and Family Disability Specialist did to make it that easy for me!

Now that it is all set up, it is seamless and awesome!



I think one of the BEST aspects of Shaping Outcome is that the Child and Family Disability Specialist, Aimee, has stayed the same. Aimee has been with our family from the beginning, and that continuity is brilliant. We've been lucky to have Shaping Outcomes, basically on our door-step. Your service has made such an integral difference to our children's formative years.

We've learnt the importance of having a great team of health professionals around us – it made the NDIS process a lot easier, but more than that, we are trusting them with our child's development, it has to be a good fit.

PHILOSOPHY

The Mission and Vision are vital to the Staff and Board 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 our strategic direction.

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



EXCELLENCE



WELLBEING



CHOICE



SERVICES

Shaping Outcomes delivers specialised supports that build on the strengths and increase the abilities of children with disabilities or delays and their families. 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 INTERVENTION (ECI)

We provide timely, quality assistance, advice and access to early intervention and support for children. ECI is an all-inclusive approach towards working with children. Focusing on social and life skill development to help children connect with family members, peers and their community. ECI acts as an extension to clinical based therapy, whilst incorporating those skills into the child's everyday life and assisting parents to do the same. All of our programs and services are designed to work with, compliment and add to the learnings children receive through therapy.



FREE SERVICES

We understand how daunting it can feel to navigate through accessing services and funding when a child has been diagnosed with a disability. That is why Shaping Outcomes offers 2 free services to support children and families. The first is a pre-planning service, to assist families with being organised for their NDIS planning meeting. Our other service is to help families understand their child's NDIS plan once they receive it.



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; 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 Board, 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. We entered 2018 with a mix of emotion, equal parts fear, trepidation, joy and hope. Our first full year funded under the NDIS, will all our hard work and planning actually pay off or are we going to crash and burn. Ok that may be a little extreme, but there was a fair amount of uncertainty about how well the service may function in this new era.

Well I am pleased to report that due to the hard work and conscientious nature of our amazing staff we have navigated 2018 with great success, running beyond our expectations and projections, delivering a strong profit and placing us in a position of strength for 2019.

We are greatly blessed by this team with many of them constantly going over and above to ensure our service delivery remains of the highest quality and standard. I cannot praise them highly enough, as they prove over and over that they are leaders in the market place, strong advocates for families and children with alternate needs and extremely knowledgeable and practiced in what they do.

Jan and her team have once again proven their amazing understanding of the NDIS and the delivery that best services the needs of our families and our children. It is important to note that this has not been the trend for many service providers under the NDIS in the Northern Rivers and beyond. Many have been unable to maintain service and unfortunately have had to close their doors.

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.

With that in mind, I am pleased to announce that 2018-19 has opened up great opportunities for our model of service delivery to expand and we have taken steps to ensure families and their children receive the care, advocacy and support needed by investing into expansion of our model and service not just in Tweed, but into South East Qld (Gold Coast region). This expansion plan will be strategic in its roll out and provide Shaping Outcomes with greater opportunities for partnerships, community engagement and service delivery, in a much larger footprint than we ever thought possible 12 months ago.



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 are always 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

As a service with passionate, empathetic and focused staff, we have gone above and beyond to ensure children with disability or development delay and their families have experienced a near seamless transition to the National Disability Insurance Scheme. The culmination of preparation and reinvention over several years has enabled us to embrace significant change in the disability environment with both hands. This year we have delivered outcomes that have both humbled and energised us.

Shaping Outcomes was one of 53 Early Childhood Intervention services in NSW offered a one-year contract to operate as a local Early Child Early Intervention Transition Provider (ECEI TP) throughout the 2017/2018 financial year. In this role we were responsible for transitioning those children across the Tweed region already receiving NSW stated-funded disability supports into the National Disability Insurance Scheme (NDIS). Not only did we complete our entire list of 173 participants, we assisted the NDIA (the Agency responsible for the NDIS) by working on other regions' defined lists, completing the transition of an additional 28 participants. At the cessation of the ECEI TP role in June 2018, we received the following feedback from the NDIA - "There is no doubt in our minds that your service has been absolutely spectacular in the work it has done over the past 12 months (and in everything you have done historically) and we fully appreciate this wholeheartedly".

In addition to providing ECEI Transition Provider services, we continued to deliver traditional early intervention (block funded and community funded) and transdisciplinary services to over 200 children and their families, including Key Worker supports, Social Skills groups, Key Word Sign workshops, visual supports and resources, MyTime groups, and SO Parent groups. In December 2017, we celebrated the first purchase of supports through NDIS individualised funding, and by the end of the financial year 148 children aged 0-6 and 24 children aged 7 years and over were accessing our supports through their NDIS funding. Having assisted the transition of 173 participants with 172 participants returning to Shaping Outcomes to purchase supports, that is a staggering 99% take-up rate.

Staff numbers have remained steady, however in preparation for increased demand locally and a transition into the Gold Coast region, Shaping Outcomes will be recruiting staff in the 2018-2019 financial year. The Management Committee's decision to expand into Queensland instigated the organisation's application to change its entity type from an Incorporated Association in NSW to a Company Limited By Guarantee (Charity) with ASIC and ACNC, and will subsequently result in the organisation's application as an NDIS Registered Provider in Queensland.



Shaping Outcomes has continued to be the regional voice of the ECI Collegiate, attending Early Childhood Intervention Australia (ECIA) meetings and informing ECIA's development of its white papers on the 'Future of Early Intervention and Inclusion' and the 'Inquiry into NDIS Implementation'. As Executive Officer, I was invited to sit on the National Disability Service (NDS) Child, Youth and Family subcommittee, being the only representative of a regional service in Australia to attend. Shaping Outcomes also presented at the Southern Cross University Lismore and Gold Coast campuses on the Benefits of Early Detection.

Passionate about our engagement in the local Tweed community, we continued to volunteer 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.

Our achievements have only been possible through the hard work and commitment of everyone in the organisation. I am privileged to witness the dedication of all staff daily through their caring, respectful and professional interactions with children, families, colleagues and community service partners.

The Shaping Outcomes Management Committee has continued to be pivotal in our achievements over the last year. This is in no small part due to the leadership of Col Usher, who has been diligent in leading the Committee members in their guidance and support of the organisation and its staff, with such belief and investment to enable us to achieve our goals.

Shaping Outcomes greatly values the partnerships we have in the local Tweed community with so many dedicated and passionate community partners. We were delighted to meet with and acknowledge so many of our community partners at our CelebrateAbility event in March. We enjoy a shared goal with our 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.

Shaping Outcomes staff thank all our families for their support over the past year and we will continue to work in partnership with you. Listening and responding to your feedback will facilitate our growth and evolution under the NDIS and will ensure we continue to deliver quality supports that enable you to reach your goals.

However, Shaping Outcomes cannot rest on its laurels. 2018-2019 will see Shaping Outcomes focus its efforts on continued improvement and quality in preparation for the NDIS Commission – Quality and Safeguard audit. With the proposed relocation of the Tweed District Hospital, the Board will recommence its discussions with the



Hospital Board to determine how the organisation we features in the plans for hospital relocation.

I look forward to continuing to work with the exceptionally talented individuals across this organisation in the coming year as we build on the solid foundations laid over the past few years.

Yours Sincerely,

Jan Cronly
Executive Officer

Shaping Outcomes were honoured to receive a visit this year from Mr Geoff Provest MP and The Hon. Sarah Mitchell MLC (Minister for Early Childhood Education). Pictured from left: Mr Geoff Provest MP, Jan Cronly Shaping Outcomes Executive Officer, Amber Thorley Shaping Outcomes Community Relations Manager and The Hon. Sarah Mitchell.



COMMUNITY PARTNERS REPORT

The last 4 years of hard work and unwavering support from our Community Partners really came to fruition for our families in 2018. Feedback received from the families working with Shaping Outcomes stated that they felt supported, well informed and confident during their transition into the NDIS.

This was our goal from the start and this achievement is a direct result of the consistent community support we received during this time. All the additional support we provided to children and families in the lead up to their NDIS transition was 100% funded by our Community Partners. It wasn't without it's difficulties, however the reward of providing extra information and help to families during this critical time has created long-term benefits for children with disabilities in our community, as they were able to quickly commence accessing services using their NDIS funds with little to no delay.

The lead up to the NDIS was challenging for all involved, during this time Shaping Outcomes were incredibly thankful for the caring and grounding influence of our Community Partners. When it felt like we might not make it through, the enthusiasm, energy and financial input from all our Community Partners reminded us that we were not alone and that together any achievements were possible.

Being mindful that the completion of the NDIS *transition* really means the start! Our organisation's history of innovation and the longevity of our community support inspires confidence that we will continue to thrive. When this service was started by community members in 1981 the purpose was clear, support the 6 children and their parents in the community who were in need of help. 37 years later and definitively that is still what drives us and the services we run.

Regardless of the enormous changes this service has weathered, we can proudly look back on the history of Shaping Outcomes and at how our Committee, Staff, Community Partners and the general community has worked together to ensure the survival of Shaping Outcomes for the children with disabilities and their parents.

Thank you, is a phrase that I am lucky enough to use daily on behalf of everyone here at Shaping Outcomes, in letters, face to face, over the phone, in passing, formally and when I am talking about all our incredible Community Partners when they can't hear me. Thank you for the generous grant, donation, knowledge, time, quilts, kind words, raffle prizes, event or invitation - it is something I never get tired of expressing, so let me finish by saying again THANK YOU.

Yours Sincerely,

Amber Thorley
Community Relations Manager



2018 YEAR IN REVIEW

CELEBRATE ABILITY

It was an honour to invite our Community Partners to an open day held at Shaping Outcomes. With a beautiful morning tea generously supplied by Tweed Heads Bowls Club, we were able to present our partners with certificates of appreciation in acknowledgment of their contribution and demonstrate what their support has helped us achieve.

NDIS OPERATIONAL

For the first time in our 37 year history Shaping Outcomes is now funded through individuals choosing to pay for our early intervention NDIS services using their child's NDIS funding. This places us in a privileged position to support children and we were honoured we had a 98% rate of return with families choosing our services.

RECORD NUMBER OF FAMILIES

Throughout the 2018 year, Shaping Outcomes provided services to the largest number of families since we opened our doors in 1981. We proudly supported 248 families in the Tweed.

UPDATED BUSINESS INFORMATION

In order to meet the support needs of families living in south east QLD, Shaping Outcomes transitioned our organisation to become a Company Limited by Guarantee – Incorporated Body with DGR 1 status effective 1st July 2018, in order to be able to trade in QLD and provided much needed support to these children and families.

NDIS REGISTRATION IN QLD

We commenced the registration process to provide NDIS registered supports to children and families in QLD.



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.

PARTNER	ACTIVITY SUPPORTED
Twin Towns Services Foundation	<ul style="list-style-type: none"> • Strengthening Support for Children with Disability donation. • Annual Kid's Party.
Twin Towns Services Club	<ul style="list-style-type: none"> • Strengthening Support for Children with Disability (NSW ClubGrants). • Hosted annual Kid's Party.
Currumbin, Coolangatta, Tweed Rotary	<ul style="list-style-type: none"> • Provision of Early Intervention supports to children ineligible for the NDIS.
James N. Kirby Foundation	<ul style="list-style-type: none"> • Play Connections in Community groups - School Readiness.
Seagulls	<ul style="list-style-type: none"> • Strengthening Support for Children with Disability (NSW ClubGrants).
Tweed Heads Bowls Club	<ul style="list-style-type: none"> • Strengthening Support for Children with Disability (NSW ClubGrants).
Northern Rivers Community Foundation	<ul style="list-style-type: none"> • Shaping Outcomes Parent Project.
Doug Cook	<ul style="list-style-type: none"> • Let's Play Playgroup. • Guest speakers.
Quota	<ul style="list-style-type: none"> • Group resources.
Kids in Need	<ul style="list-style-type: none"> • Supports families with individual contributions to enable resource access.



COMMUNITY PARTNERS

PARTNER	ACTIVITY SUPPORTED
Tweed Patchworkers	<ul style="list-style-type: none">• Group resources.• Handmade quilts and library bags.
Murwillumbah Services Memorial Club	<ul style="list-style-type: none">• Strengthening Support for Children with Disability (NSW ClubGrants).• Collects donations on our behalf.
Australasian Order of Old Bastards (AOOB)	<ul style="list-style-type: none">• Provision of visual aids to children and families.
Kingscliff Lions Club	<ul style="list-style-type: none">• Subsidised placements in groups for children not funded through NDIS.
Teenage Adventure Camps Queensland	<ul style="list-style-type: none">• Complimentary tickets for our families to visit David Fleay's Wildlife Park.
Broadwater Southport Rotary	<ul style="list-style-type: none">• Complimentary tickets for our families to attend Circus Quirkus.



GOVERNMENT AND PROFESSIONAL PARTNERS

PARTNER	ACTIVITY SUPPORTED
Bolster and Co., Mark Bolster	<ul style="list-style-type: none"> • Honorary Solicitor.
Mr Geoff Provest MP - Community Building Partnerships Program	<ul style="list-style-type: none"> • New Air-conditioning Unit.
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 and Better Start.
Tresillian	<ul style="list-style-type: none"> • MyTime.
Tweed Shire Council	<ul style="list-style-type: none"> • Community Sponsorship - Let's Play Playgroup. • Access and Inclusion Awards. • Disability Interagency.



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.



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
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

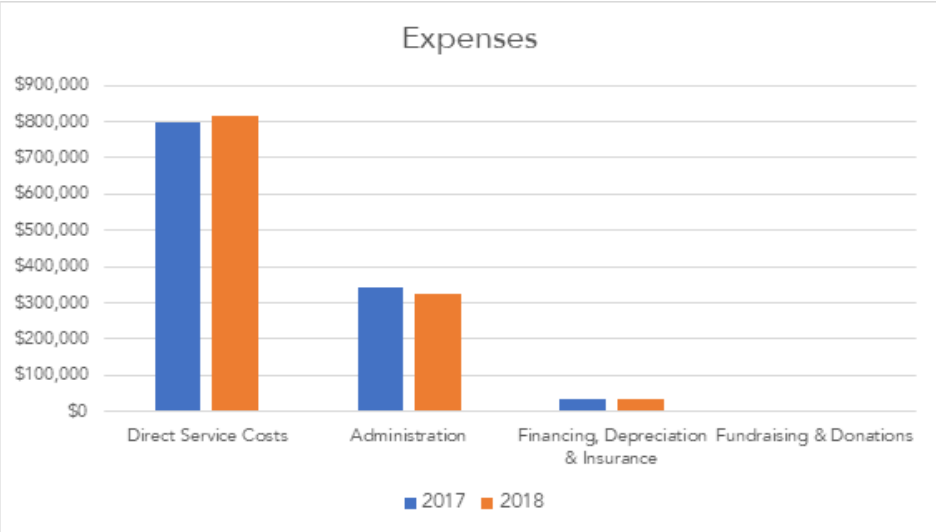
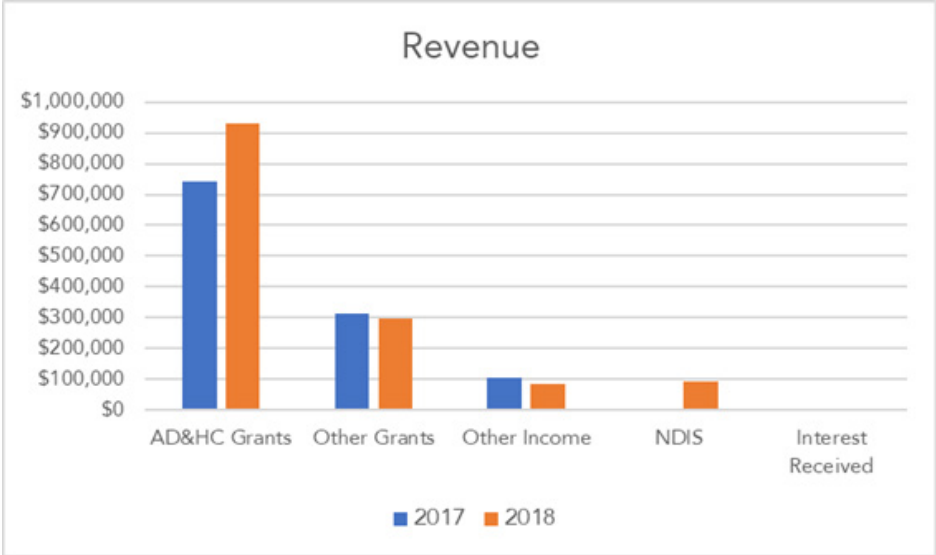
Tanya Allen
Narelle Chapman
Lisa Stoddart
Alison McClymont
Jacinta Greenup



FINANCE REPORT SUMMARY

FINANCIAL PERFORMANCE

The service has achieved a profit of over \$237,000 for the year ended 30 June 2018. This is compared to a deficit of nearly \$12,000 for the year ended 30 June 2017. This result equates to an increase in revenue of 21.2% and a decrease in expenses of 0.19%. The increase in income has been across a variety of income categories as block funding increased and NDIS individualised funding commenced.



FINANCE REPORT SUMMARY

Wages for direct service costs and administration have increased by 3.4% to accommodate 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, and to transitioned ECEI and NDIS participants.

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 1.62 : 1 to 4.82 : 1 and unallocated cash resources are about \$470,000 at 30 June 2018.

The service has continued to work hard to strengthen its financial position for the same two crucial reasons as outlined the previous three years. Firstly, the transition from the service's funding model which involved block funding received in advance, to the NDIS funding model which now involves invoicing for services after they are provided. 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	2017		2018	
	\$	%	\$	%
AD and HC Grants	741,393	63.78	929,029	65.93
Other Grants	312,130	26.85	297,084	21.08
Other Income	103,972	8.94	86,505	6.14
NDIS	-	-	93,832	6.66
Interest Received	4,994	0.43	2,630	0.19
	1,162,489		1,409,080	

BREAKUP OF EXPENSES	2017		2018	
	\$	%	\$	%
Direct Service Costs	797,641	67.93	814,407	69.49
Administration	341,135	29.05	323,274	27.58
Financing, Depreciation and Insurance	35,033	2.98	34,280	2.93
Fundraising and Donations	370	0.03	-	-
	1,174,179		1,171,961	





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