



Nulsen Haven



## 49th Annual Report

2002-2003

Working to promote the development  
of people with intellectual disabilities  
and their participation in the community



## Mission Statement

*To enable people with disabilities to achieve and maintain a valued quality of life as part of an accepting community.*

### STATEMENT OF GOVERNING PRINCIPLES

- The Association believes that people with disabilities are human beings with the inherent right to dignity and respect. They have the same rights to opportunities for growth, development and the pursuit of their aspirations as other citizens of Australia. They may have needs for additional support and education to enable them to fully exercise those rights and responsibilities.
- The Association believes that a valued quality of life includes people having a high presence in the community; gaining respect from, and enjoying meaningful relationships with members of their community; developing and applying their competencies and exercising their choices.
- The Association is committed to safeguarding and advocating for the social, physical and emotional well-being of people with disabilities.
- Services for people with disabilities must be flexible, responsive and based on an appreciation of their universal, individual and changing needs. This appreciation should emerge from a personal knowledge of the people and the close involvement of others who are important in their lives. Based on this appreciation the Association has an on-going commitment to the people who use its services.
- The Association's services will enable individual persons with disabilities to achieve and maintain a meaningful and valued personal involvement in activities, places and relationships within the community.
- The Association will remain at a size and geographic location which will enable it to provide a quality of service which comes from close personal relationships and a focus on individual needs.
- The Association believes it is accountable primarily to the people to whom its services are provided and then to other important stakeholders including families, friends, advocates, funding organisations, other people with disabilities and the wider community.
- The participation of all stakeholders will be actively encouraged in order to provide opportunities to develop and maintain valued relationships and to strengthen the Association through their contribution and influence.
- The Association believes that its policies and practices should reflect its responsibilities to promote a community which accepts people with disabilities as valued members.
- The Association believes that the needs of people with disabilities are addressed better by staff who have the skills and commitment to enhance the dignity and independence of people with disabilities and who support the Mission Statement and Statement of Governing Principles detailed in the Association's constitution.

**Honour for worker who loves helping the needy**



**Friend returns favour**



# Foreword

by Tina Altieri

It has once again been a pleasure to represent Nulsen Haven Association as Patron throughout the past twelve months, and a delight to avail myself to the organisation to host a number of fundraising events in that time.

Our Public Relations department has been instrumental in raising the awareness of the Association and the great work it undertakes. Many initiatives have been implemented that will continue to build to ultimately achieve a constant positive profile in the community and at the same time provide long-life fundraising opportunities.

The ongoing establishment of new partnerships with WA businesses and the active nurturing of existing relationships provides a stable base on which our support base can only grow, helping to ensure the continuation of the provision of the essential service we provide to the community of Western Australia.

Exciting and busy times lay ahead for us with preparations well underway for the celebration of Nulsen Haven Association's 50 year anniversary in 2004.

Let's continue to work closely together with focus and determination to achieve our goals for the coming year.



# 49th Annual Report

## 2002–2003

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Mr W R Burns  
*President*



Mr F J Anderson  
*Secretary*



Mr L G Summerton  
*Treasurer*

# Annual Report and Financial Statements



I am pleased to present this Annual Report which summarises the operations of the Association for the twelve months ended 30th June 2003.

The past year has been an eventful and successful one and on behalf of the Board of Management I sincerely thank everyone whose support has contributed to that success.

TONY EDWARDS  
**President**

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We acknowledge the significant contributions made by the Foundation Members of the Management Council of Nulsen Haven Association (formerly Mentally Incurable Children's Association) and the invaluable efforts of our early supporters and those who have followed.

Nulsen Haven Association Founding Office Bearers of the Management Council at the Inaugural Annual General Meeting held on 18th October 1955 were:

MR WILLIAM ROBERT BURNS	<i>President</i>
MR FRANCIS JOHN ANDERSON	<i>Secretary</i>
MR LLOYD JOHN SUMMERTON	<i>Treasurer</i>



# 49th Annual Report

## 2002–2003

**PATRON:** Ms Tina Altieri

### BOARD OF MANAGEMENT

**PRESIDENT:** Mr T Edwards

**VICE PRESIDENTS:** Mr E Goddard  
Mr A Plug

**MEMBERS:** Mrs J Bennett  
Mrs M Crofts  
Mrs C Franklin  
Mrs F Grealish  
Mr B Kelton  
Mr M Kousins  
Mr L Luff  
Mrs G Parker  
Mrs P Parkin

**LADIES AUXILIARY  
REPRESENTATIVE:** Mrs M Luff

**DIRECTOR:** Mr G Trewern

**MANAGER  
ACCOMMODATION SERVICES [Stream 1]:** Mrs K Dobbie 'Ex Officio'

**MANAGER  
ACCOMMODATION SERVICES [Stream 2]:** Mr D Ginnelly 'Ex Officio'

**MANAGER  
ADMINISTRATION SERVICES:** Mr G Holman 'Ex Officio'

**MANAGER  
ORGANISATIONAL DEVELOPMENT:** Ms C Duddington 'Ex Officio'

### LIFE MEMBERS

Mr W R Burns M.B.E. (Deceased)

Mrs I Gamble

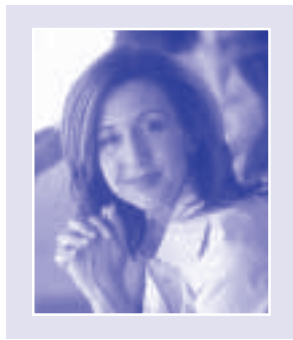
Mrs E Hodgson

Mr L G Summerton (Deceased)

Mrs J Bennett OAM

Mr FJ Anderson (Deceased)

Mr A Crofts



*Ms Tina Altieri (Patron)*

**Board of Management**



*Mr Tony Edwards  
President*



*Mr Eric Goddard  
Vice President*



*Mr Aart Plug  
Vice President*



*Mrs Jill Bennett*



*Mrs Fiona Grealish*



*Mrs Moya Crofts*



*Mrs Peg Parkin*



*Mr Les Luff*



*Mrs Margaret Luff*



*Mr Brian Kelton*



*Mrs Grace Parker*



*Mrs Carolyn Franklin*



*Mr Max Kousins*



*Mr Gordon Trewern  
(Ex Officio)  
Director*



*Mrs Kellie Dobbie  
(Ex Officio)  
Manager Accommodation*



*Mr Darren Ginnelly  
(Ex Officio)  
Manager Accommodation*



*Mr Graham Holman  
(Ex Officio)  
Manager Administration*



*Ms Caroline Duddington  
(Ex Officio)  
Manager Organisational  
Development*

## Administration and Support Staff

<i>Gordon Trewern</i>	.....	<i>Director</i>
<i>Kellie Dobbie</i>	.....	<i>Manager Accommodation Services Stream - 1</i>
<i>Darren Ginnelly</i>	.....	<i>Manager Accommodation Services Stream - 2</i>
<i>Caroline Duddington</i>	.....	<i>Manager Organisational Development</i>
<i>Graham Holman</i>	.....	<i>Manager Administrative Services</i>
<i>Michelle Lally</i>	.....	<i>Program Development Officer</i>
<i>Maxine Winteringham</i>	.....	<i>Acting Program Development Officer</i>
<i>Sue Redican</i>	.....	<i>Acting Program Development Officer</i>
<i>Kate Moncrieff</i>	.....	<i>Co-ordinator Staff Training &amp; Development</i>
<i>Monique Williamson</i>	.....	<i>Acting Co-ordinator Staff Training &amp; Development</i>
<i>Fran Livingstone</i>	.....	<i>Assistant Co-ordinator Staff Training &amp; Development</i>
<i>Donna Black</i>	.....	<i>Staff Training &amp; Development Presenter</i>
<i>Shane Mauger</i>	.....	<i>SCOPE Co-ordinator Community Integration</i>
<i>Stephanie Carroll</i>	.....	<i>Co-ordinator Communications &amp; Promotions</i>
<i>Patti Ferber</i>	.....	<i>Creative Development Officer</i>
<i>Dianne Cockman</i>	.....	<i>Staff Resources Officer</i>
<i>Monique Beyer</i>	.....	<i>Payroll Officer</i>
<i>Karen Dowel</i>	.....	<i>Payroll Officer Part Time</i>
<i>Suzie Hoffman</i>	.....	<i>Director's Assistant</i>
<i>Karen Hanlon</i>	.....	<i>Bookkeeper</i>
<i>Ivan Colgan</i>	.....	<i>Bookkeeper</i>
<i>Debbie Rudderham</i>	.....	<i>Receptionist / Communications &amp; Promotions</i>
<i>Chris Roberts</i>	.....	<i>Receptionist Part Time</i>

## House Co-ordinators

### Stream 1

*Sandra Post*  
*Vicki Clegg*  
*Kathy Rouse*  
*Maxine Winteringham*  
*Linda Clough*  
*Julie Smith*  
*Judith Skelton*  
*Brenda Williams*  
*Sue Redican*  
*Tamara Swarts*  
*Amanda Lovelock*  
*Mercia Mannas*

### Stream 2

*Denise Burke*  
*Kathy Masters*  
*Anwen Halliday*  
*Shirley Evans*  
*Ann Law*  
*David Templeman*  
*Michael Harrison*

## House Parents

*Angela McLaren, Gail Mahtani,  
 Robert Smith, Stephen Osgood*

## SCOPE Community Support Asistants

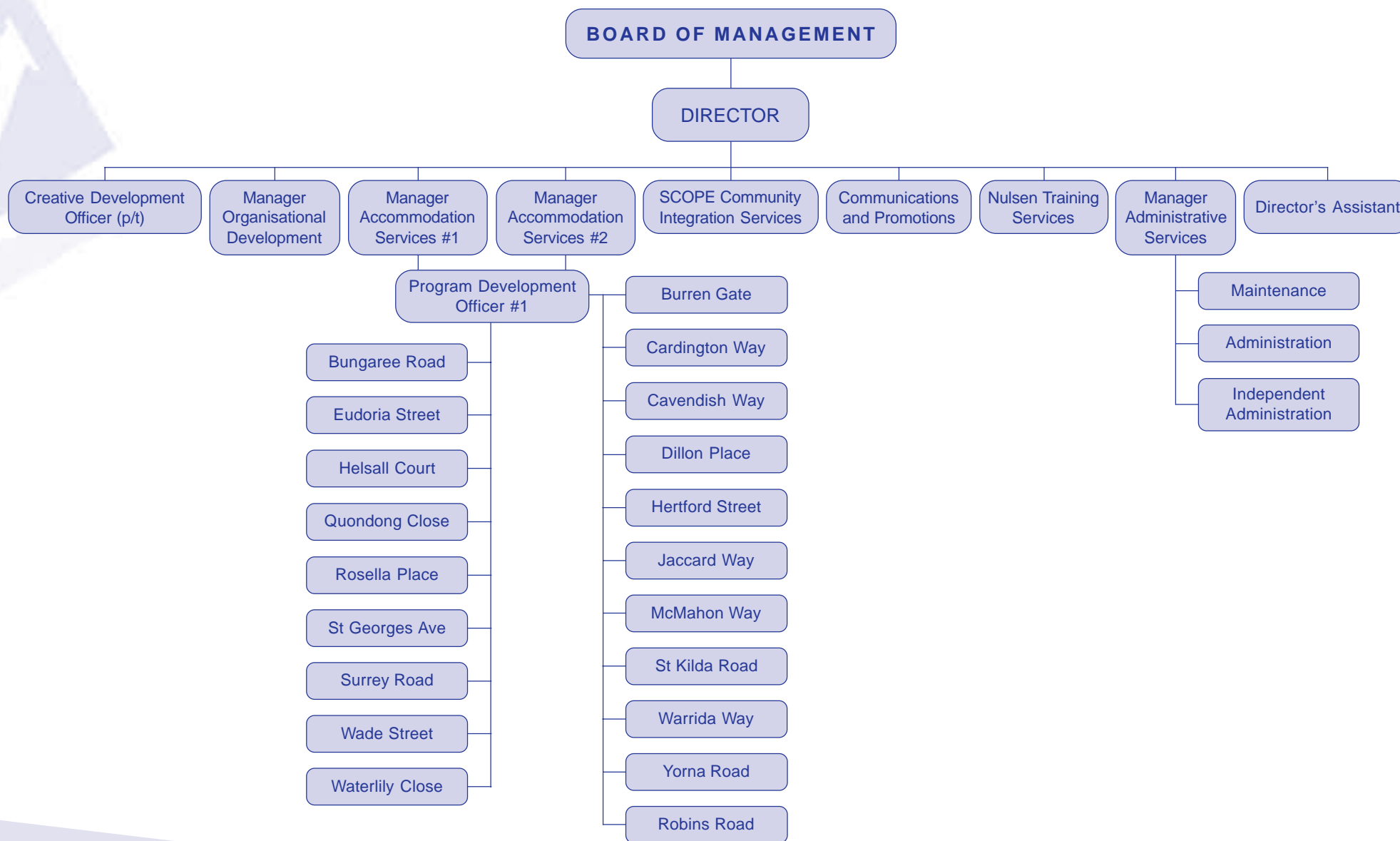
*Travis Berg, Melissa Griffiths, Mieke Lopez, Tania Waters,  
 Rudi D'Vauz, Clare Wardle, Jenny Hayward, Fran Livingstone,  
 Hellen Brownley, Sharon Smith, Michelle Buxton, Hanne Lie,  
 Alex Eccleshall, Michelle Thomas, Lesley Cochran,  
 Cherie Ketteringham, Damon O'Brien, David Williamson*

## Maintenance Staff

*Tony Smith (Supervisor), Tony Hawks, Alex Hodge  
 and Valerie Ferber (part time)*



# ORGANISATIONAL STRUCTURE



## Sub Committees

### Staffing Committee

Mr Aart Plug (Chairperson)

Mr Tony Edwards, Mrs Peg Parkin, Mr Gordon Trewern, Ms Kate Moncrieff

### Finance Committee

Mr Eric Goddard (Chairperson)

Mrs Peg Parkin, Mrs Moya Crofts, Mr Gordon Trewern, Mrs Kellie Dobbie, Mr Tony Edwards,  
Mr Graham Holman, Mr Darren Ginnelly, Ms Caroline Duddington, Mr Max Kousins

### Building & Maintenance Committee

Mr Les Luff (Chairperson)

Mrs Fiona Grealish, Mr Gordon Trewern, Mr Graham Holman, Mr Tony Smith

### Safety Committee

Mr Travis Berg (Chairperson)

Mr Ivan Colgan (Secretary)

Mrs Fran Livingstone, Mr Michael Harrison,  
Mrs Leonie Nicol, Mr Gordon Trewern, Mr Darren Ginnelly,  
Mrs Kellie Dobbie, Mr Tony Smith, Mr Tony Hawks, Ms Kate Moncrieff

### Superannuation Advisory Committee

Mr Graham Holman, Mr Gordon Trewern,

Mr Ivan Colgan, Mrs Suzie Hoffman, Mrs Moya Crofts

### Affirmative Action Committee

Mrs Kate Moncrieff (Chairperson)

Mr Graham Holman, Mrs Kellie Dobbie, Mrs Suzie Hoffman

Residents

**Stream One**

**BUNGAREE ROAD**

Elizabeth Schnaars, Dianne Watson,  
Shannon Rexilius, Lorraine Stevens, Kellie Bridger

**CAVENDISH WAY**

David Hunt  
Gail Shearer  
David Anderson

**EUDORIA STREET**

Graeme Wiggins, June Pyle,  
Bruce Thomas

**QUONDONG CLOSE**

Evie Cappi, Ina McGinty, Nola Ramm, Rosemary  
Haynes, Sam Dipane

**Stream Two**

**BURREN GATE**

Gayle Bycroft, Gary Novel

**CARDINGTON WAY**

Julie Crowe, Stephen Delower,  
Gary Bennett

**DILLON PLACE**

Gillian Deague, Belinda Kelton,  
Kevin Williams, Howard Hurren, Peta Cugini

**HERTFORD STREET**

Bill Martin, Margaret Howard,  
Franco Morellini, Richard Kousins,  
Bill Nilsson

**MCPMAHON WAY**

Sebastiano Iuculano, Steven Pratt,  
Maynard Douglas, Jamie Romaniello

**ROSELLA PLACE**

Colleen Fisher, Sue-Ellen Tippet,  
Greg Offer, Celia Elliott, Deborah Meager

**ST GEORGES AVENUE**

Jacque Anderson, Graham Gamble (Vale)  
Kerry Boyle, Richard Kelly

**WADE STREET**

Scott Lanza, Sarah Plug,  
Catherine White, Benita Roberts,  
Samantha Newman

**WATERLILY CLOSE**

Sharleen Jespersion, Lisa Joyce  
Kellie Passmore, Rebecca Strother,  
Scott Chappell

**ST KILDA ROAD**

Angelo Mariotti, Alfred Walker,  
Christopher White, Gary James,  
Michael Sinclair

**SURREY ROAD**

James Phelan, Karen Forbes-Smith,  
Bryce Luff, Stephen Franklin

**WARRIDA WAY**

Lisa Crofts, Ron Burns,  
Diana Mosele, Delores Purdie,  
Kaye Howell

**YORNA ROAD**

Russell Ah Kim, Sergio Sequeira  
Peter Dixon, Alan White, Andrew Losik

## Association Direct Care Staff

as at 30th June 2003

### Stream One

#### BUNGAREE ROAD

Sandra Post (House Co-ordinator)  
Robert Ferguson-Wieman  
Kerrie Jackson p/t  
Liz Bryant

Wendy Hook  
Sandra Claxton  
Tom Long

Allison Devincintis  
Helena Le-Huray  
Brenda Flatow p/t

#### BYWOOD WAY (moved to Cavendish Way)

Kathy Rouse (House Co-ordinator)  
June Rebeiro  
Leena Robins p/t

Dot Pavey p/t  
Anne Connell  
Lynette Grylls p/t

Tanya Hook  
Rose Bel p/t

#### EUDORIA STREET

Vicki Clegg (Acting House Co-ordinator)  
Sharon Edmonds p/t  
Lynette Grylls p/t  
Anneke Rombouts p/t

Virginia White  
Raelene Tugby p/t  
Jane Sant p/t

Geraldine Ralph  
Maureen Sullivan p/t  
Sylvia White p/t

#### HELSALL COURT (Closed April 2003)

Linda Clough (House Co-ordinator)  
Joan Hulme p/t  
Tom Long

Leanne Appleby p/t  
Raelene Tugby p/t

Stefan Owczarek p/t  
Suzette McLaren p/t

#### QUONDONG CLOSE

Amanda Lovelock (House Co-ordinator)  
Jean Benson  
Sarah Zegulewski

Michael Cossington  
Sarah Bruce  
Karl Ayres

Heather Speake  
Lucy MacArthur p/t  
Gitta Soerensen p/t

#### ROSELLA PLACE

Judith Skelton (House Co-ordinator)  
Tina Smith  
Coby Handgraaf p/t

Carol Foster  
Yvonne Harrison  
Richard Smart

Cindy Crawford  
Mary Winn  
Tracey Nash p/t

#### ST GEORGES AVE

Brenda Williams (House Co-ordinator)  
Richard Bryant  
Derek Boudville

Bruce Carstairs p/t  
Rosemary Laird  
Julie Petersson p/t

Trish Coffey p/t  
Mati Graves p/t  
Leslie Cochran p/t

#### WADE STREET

Mercia Mannas (House Co-ordinator)  
Sheryl Holter  
Ray Thomas  
Peta Smith p/t

Linda Cribb  
Tina Vandenberg  
Graeme Flynn

Joanne Dixon  
Raelene Tugby p/t  
Samantha Jeffrey p/t

#### WATERLILY CLOSE

Tamara Swarts (House Co-ordinator)  
Lisa Woodford  
Lyn Donaldson

Claire Gee  
Bill Dechan  
Heather Sant

Damon O'Brien  
Nerolie Harrison p/t  
Leonie Nicol

### Stream Two

#### BURREN GATE

Gail Mahtani  
Robert Smith

Stephen Osgood

#### CARDINGTON WAY

Denise Burke (House Co-ordinator)  
Regine Rohman p/t  
Michelle Daw

Phil Thatcher  
Shane Holmen

Elizabeth Griffiths  
Cheryl Thompson p/t

**CAVENDISH WAY (Closed January 2003)**

Peter Watson Pauline Ashurst Julie Price

**DILLON PLACE**

Kathy Masters (House Co-ordinator) Mayford Rozario Pat Howard  
 Judy Wall Sue James p/t Mike Bower  
 Lesley Pryde Kathy Leishman Patricia Naylor p/t  
 Nathalie Miller p/t Mariano Alvarado p/t

**HERTFORD STREET**

Linda Clough (House Co-ordinator) Charles Law Salome Chifamba  
 Jasmin Faith Julie Smith Toni Roberts  
 Daile Reen Joan Hulme Nyaree Machiri p/t  
 Sue McLaren p/t Leanne Appleby p/t

**JACCARD WAY (closed April 2003)**

Anwen Halliday (House Co-ordinator) Jane Jenkins Patrick McGowan p/t  
 Carole Murphy p/t Glenda Draper Joanne Dixon p/t  
 Michael Harrison

**McMAHON WAY**

Shirley Evans (House Co-ordinator) Dawn Waller Trevor Court  
 Sean Murray p/t Danielle McCulloch p/t  
 Stefan Owczarek p/t

**ST KILDA ROAD**

Ann Law (House Co-ordinator) Loraine Vukojevich Jenny Anderson  
 Toini Simi Robert Howard Regine Rohmann  
 Regina Trainer Vicki Anthony Louise Allen p/t  
 Donna Mills p/t

**SURREY RD (opened January 2003)**

Helen Carter (House Co-ordinator) Peter Watson Nakita Kovacs  
 Lester Clarke Marina Larma Carole Murphy p/t  
 Pauline Ashurst p/t

**WARRIDA WAY**

David Templeman (House Co-ordinator) Karyl Pierce Brian John  
 Michelle Peel Norm Winn Lyn Potter p/t  
 Joyce Roy p/t Julie Price Mal Dunlop  
 Cleo May p/t

**YORNA ROAD (moved to Robins Rd June 2003)**

Michael Harrison (House Co-ordinator) Karen Pinner Jan Prior  
 Ian McLachlan Tilly Beemster Aleesia Bland  
 Rob Smith Yvonne Smith Michelle Lim p/t

**Permanent Relief Staff**

Leanne Hall Stephen Osgood

**Regular Relief Staff**

Paul Harrison Brigitta Soerenson Vicki Spitalny  
 Carmen Robins Carolyn Horton Kerry-Anne Pritchard  
 Camilla Lennard Michelle Rowtcliff Mariano Alvarado  
 Constance Dewan Eddie Khoo Jennifer Hayward  
 Michelle Buxton Patricia Williams Adam Best  
 Michael O'Flaherty Moira Lawrence Dusty Miller  
 Jenny Kirkwood Janice King Alex Eccleshall  
 Nadine Thomas Pat Conwell Suzanne Storms  
 Suzanne Vock Sarah Doncon Sarah Hall  
 Fidelis Chifamba Kate Pickering Jenny Findlay  
 Mark Potter Terri Lawn Tracey Smith  
 Gilda Leavers Paul Barnett Vanessa Knight



## President's Report

*Mr Tony Edwards*



**The first meeting of our Association was held 49 years ago on 18 October 1954. On 2 October 1983 our Association's name was changed to Nulsen Haven Association (Inc) with the role of "training and care of severely and profoundly Intellectually Handicapped People". In 2004, we will celebrate the 50<sup>th</sup> anniversary of our Association and I am sure we will look back and take pride in the development of Nulsen Haven over those fifty years.**

When one reads the history of Nulsen Haven written by Dianne Davidson in 1993, it is evident that the periods of major change in our association did not happen easily or without some controversy. There are always people who can see the need for change and those that want to be sure that we do not lose the good features of the current situation. That change is approached with caution is especially important in an organisation such as ours which has such a profound influence on people's lives.

At our last AGM on 30 October 2002, Mrs Peg Parkin handed the baton of president of Nulsen Haven Association over to me. Given the very high regard which both Nulsen Haven and the community hold for Peg, you may understand that I was a little apprehensive about the task ahead. However, with great support from Peg and vice-presidents, Eric Goddard and Aart Plug, Nulsen Haven has continued to progress since the last AGM, and there have been some major changes. These changes, which are outlined in Gordon Trewern's Director's Report, were subjected to scrutiny at several Board meetings which involved some lively discussion.

Few people have the opportunity or the time to read the minutes of meetings; the following is an outline of the major issues considered by the Board.

In October 2002, the management of Nulsen Haven produced a Business Plan to ensure the long-term viability of our Association. This plan included strategies for cutting our recurrent costs as well as proposals for the future direction of Nulsen Haven. The Board was determined that these measures should improve our viability without reducing the standard of care we provide for our current residents. The Business Plan also proposed the development of new traditional services in response to the needs of the community of Western Australia. These new services could include the provision of accommodation for persons with acquired brain injury (ABI) or respite accommodation. The Business Plan was submitted to the Disability Services Commission and received at its December meeting.

In November the Board endorsed the management's plan to regroup our seventy-five residents into five-person homes. We appointed Caroline Duddington as the Project Manager for the transition to five-person homes. This position involved the planning of the transition and included liaison with the Ministry of Housing and the Disability Services Commission. The transition is close to completion, but there have been delays in the negotiations with the Ministry of Housing.

At its March meeting the Board considered the suggestion of the Business Plan that Nulsen Haven provide services to people with ABI. It was realised that an accommodation model for people with ABI could be quite different from the model we have for people with profound intellectual disabilities and that providing for these people may require a restructuring of Nulsen Haven so that the funds for our different functions are kept separate. We could see that Nulsen Haven has the experience to offer appropriate accommodation, and that with recruitment and training we could offer the other services required. After much discussion, the Board decided that our management should continue to investigate the possibility of catering for this group of people but no final decision will be made until a firm proposal is presented.

The management presented a comprehensive proposal to the Board in April about the future direction of Nulsen Haven. This proposal expanded on the ideas in the Business Plan and provided more detail on how they might be implemented. Some of the proposal related to the management structure of the organisation and

how it may best be organised to deal with future challenges. As a result the roles of our managers were reallocated: Darren Ginnelly became Manager of Accommodation Services (responsible for all our homes), Kellie Dobbie became Manager of Support Services (responsible for Program Development, Creative Development and Staff Training), Caroline Duddington became Acting Manager of Organisational Development (responsible for new developments including the transition to five-person homes), and Graham Holman remained Manager of Administrative Services (including coordination of people planning).

The Board was impressed by the ability of the management team to reflect on their work and their roles, and to agree on a sound plan for improving the process of management.

There were two meetings in May. The Health Department was represented at the first meeting when we were informed about Community Options 100, a project to support people with a mental illness in the community. The second meeting was devoted to a discussion about the possible role of Nulsen Haven in such a project. The Board was aware of many possible pitfalls with such a proposal, but was also cognisant of the experience of our staff in managing similar projects. It was decided to authorise the Director to submit a tender document for this project.

It should be noted that although we have expressed an interest both in providing accommodation for persons with ABI, and in the Community Options 100 Project, it may take a long time before the appropriate authorities can make a decision about our proposals. Until the details are clear the Board will not make any decision about them. But in line with our Business Plan we must continue to examine our role in the community and ensure our future viability for the sake of those for whom we provide care now.

At the June meeting, the proposed budget for financial year 2003/04 was accepted. Apart from Project Funding the budget was similar in allocation to that of 2002/2003.

On 8 July, the Accommodation Blueprint Report was released by the Minister for Disability Services at a function at the Nulsen Haven Training Rooms. This is a very significant report, and Gordon Trewern was an active member of the working party which produced it. (Dr Judith Davis was the Chairperson). The Minister, The Hon. Sheila McHale, has given her support to the recommendations and Gordon has been appointed to the committee which is considering the means of implementing the recommendations. Nulsen Haven is very fortunate to have the Director involved at the policy-making end of the disability services sector.

In July a small committee, appointed by the Board, met to review the Director's performance. This is a task that every organisation must perform regularly. It not only allows the organisation to set goals for its direction, but it provides the CEO with an opportunity to put his/her personal goals to the Board. On this occasion, the chairperson of the Review Panel, Mr Aart Plug, sought some comments about our Director from several leaders in the disability sector from outside Nulsen Haven. All the respondents sent us comprehensive assessments and were unanimous in their high regard for Gordon's work both for Nulsen Haven and for the sector as a whole. It was pleasing to note that these respondents expressed thanks for being asked to speak about Gordon. I am sure you will all join with me in thanking Gordon for his continuing high standard of leadership and for his strong commitment to Nulsen Haven.

In August, a selection panel of the Board appointed Mr Shane Mauger as Manager, Accommodation Services. We were sorry to receive Darren Ginnelly's resignation from that position, Darren was a highly regarded part of the management team and we wish him well in his new position. Shane had proved his ability in getting SCOPE, our Community Integration Service, off the ground, and the Board is confident he will cope well with this higher responsibility.

At our September meeting the Board rationalised the salaries of senior management to take account of changes in duties over the past year. With so many changes taking place both in duties and personnel there was a need for clarification. We are very fortunate to have such a skilled management team who are committed to providing the best possible care for our residents within a tight budget. Our thanks to Graham Holman, Kellie Dobbie, Caroline Duddington and now Shane Mauger for your fine work in a year which was not without its difficulties.

The year for our residents has been mixed. Mr Graham Gamble passed away on 2 May after a long illness. We will miss his smile. Many thanks to the staff at St Georges Rd for your great care for Graham, particularly over his final weeks. Several residents have had periods in hospital. On each occasion they have been well supported by staff from the home and sometimes by office staff as well. We are very fortunate to have such a dedicated team of carers.

Some of the highlights of the year have included having art works by Christopher White and Jacquie Anderson attracting attention and being purchased for display. Congratulations to Chris and Jacquie, and of course to the Creative Development team led by Patti Ferber.

The promotion of Nulsen Haven is a very important function. Of course it is a means of raising necessary funds, but perhaps more importantly it raises the profile of the disability sector and our role in it. In a community which is beset with requests for funds from every direction, we have to make sure we are not forgotten. Community awareness is particularly important if we want to strengthen the case of the disability sector within governments, both State and Commonwealth.

This year Nulsen Haven has been very fortunate to be the beneficiary of the Chamber of Commerce and Industry (CCI). We have benefitted from their generosity both in fund-raising and from their kindness in offering their facilities for other promotions. The launching of the book "Treemendous Trees" was held in the CCI building in Hay St. We are very grateful to CCI for their support.

Thanks to Peter Dickson, author of "Treemendous Trees" who donates \$3.50 to Nulsen Haven for every sale of his book.

Other fund-raising activities have been the Movie Nights, the sales of wine, and the Christmas gift-wrapping. Nulsen Haven also has had 47 items in state or local newspapers and magazines. Thank you to everyone involved in making these activities such worthwhile fund-raisers.

Through the Nulsen Haven Foundation we have been involved with the Western Australian Opera Company and the Western Australian Symphony Orchestra at performances during the Perth International Arts Festival and at "Opera in The Park". These events raised money for the Foundation but also provided us with good publicity. We are proud to be associated with such fine institutions as the Opera Company and the Symphony Orchestra, and we thank them for their support.

We are indebted to the continuing success of the annual Beer and Crayfish Raffle which is under way again and regularly earns about \$40,000 per year.

Many thanks to our Promotions and Communications team of Stephanie Carroll and Debbie Rudderham, and to all those Nulsen Haven staff and friends who give up their time to help at the various functions.

To support our publicity we currently are looking to purchase an ex-TransPerth bus that we can equip and use to visit schools and teach about Disability.

The Ladies Auxiliary led by Mrs Shirley Martin has again been a tower of strength and come to our aid to provide funds for special equipment. Thank you for your efforts and of course for the work of all those ladies in the south-west who support you.

Our patron, Tina Altieri, is an integral part of our promotions efforts, and we are indebted to Tina both for her advice and her ability to provide a focus at our functions. Thank you, Tina, for your continuing help.

At the end of last year Mr Jim Phelan and Mr Denton Roberts retired from the Board. Mr Roberts was not able to attend meetings because of work commitments. Denton, we were sorry to lose your very practical advice. Mr Phelan had been a member of the Board for a long time and had served as chairperson of the Staffing and Training Sub-committee for many years. Thank you, Jim, for your great contribution to Nulsen Haven.

Finally, in this long list of people to which the Board owes its thanks, may I express my gratitude to Mrs Suzie Hoffman, the Director's Assistant, who prepares minutes and agendas for the Board, who organises many of our functions and keeps us well-informed. Thank you, Suzie.

At the beginning of this report I said that the Nulsen Haven Association has seen some major changes during this year. I do not think that the changing has stopped yet. We never can be sure about what our fiftieth year will bring. However, one item which will need attention, is the Constitution of Nulsen Haven Association (Inc). The changes in the management, in our operation, and in terminology, demand that we present a new constitution at a Special General Meeting of our members during this next year. If there are members of the Association who can contribute to this process, then I invite you to contact the office before Christmas.

I apologise if there is anyone who should receive special thanks and has been overlooked in these annual reports. It is important that we acknowledge the support that we get as an Association because we depend so much on so many people and no-one should be taken for granted.

In conclusion, I wish to thank all the members of the Board for their support during the year, and for the ideas they contribute to the governance and the development of policy for Nulsen Haven Association (Inc).



**Tony Edwards**

Association President





### Orchestra out in the open

**By Ann Douglas**  
 VICTORIA'S Park Conservancy will have its own orchestra under the open sky.  
 The West Vancouver Symphony Orchestra will be performing at the Conservancy Park in a series of 100 concerts over the next several years.  
 The conservancy has planned an outdoor concert series for 2002-2003. The series will be held at the Conservancy Park in West Vancouver. The series will be held at the Conservancy Park in West Vancouver. The series will be held at the Conservancy Park in West Vancouver.



Angie McLaren (center) with her grand-daughters Wendy and ...

### Long-time care Shoes help association foot care bill

**By Simon Power**  
 IF THE shoe fits, the Nulsen Haven Association wants you to try it as part of its latest fundraising initiative.  
 The association, which cares for people with physical and sensory disabilities, has been successful in raising more than 100 pairs of brand new shoes for its members.  
 They were donated by ...  
 ... and will be ...

**Tremendous help**  
 We author and illustrator Peter Dickson's son ...  
 ... in helping ...  
 ... non-profit organization that supports ...  
 ... children with severe intellectual disabilities.  
 Peter has a daughter with an intellectual disability and while he was studying law for Nulsen Haven at outdoor events, this latest book begins to take shape.  
 "Publishing Tremendous Trees and donating some of the profit to Nulsen Haven was a great opportunity to get the best of the best, for people with disabilities like my daughter, and provide a wonderful experience for children generally," Peter said.  
 Tremendous Trees is an entertaining and informative, 32-page, full-color book.  
 To buy a copy to support of Nulsen Haven contact Peter on 604-671-1700.



Rowena Taylor, Peter Dickson and Jerry Piers, Florida Swain and Helen Shaw



Helen Piers, Corina and Nicola Swain

### Secret Gardens

The boardroom in Perth's Chamber of Commerce building was transformed into a forest for the launch of Swain ...  
 ... Peter Dickson's ...  
 ... children's book Tremendous Trees ...



**Tremendous help**  
 We author and illustrator Peter Dickson's son ...  
 ... in helping ...  
 ... non-profit organization that supports ...  
 ... children with severe intellectual disabilities.  
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Lower District Boardmember Fern, the Nulsen Haven Association with Janet Lantz and grand-daughter Betty and Matt.



## Director's Report

*Mr Gordon Trewern*



### **A Year of Change and a Time to Move Forward**

The past year has been a significant year of change for Nulsen Haven, primarily as a result of the restructure of the Association's accommodation program. Last year we reported that we were faced with having to convert all our three person accommodation options up to four to resolve our deficit caused as a result of inadequate funding. As we moved into that year, it became apparent that this level of restructure was not enough to resolve the \$370,000 deficit the Association was facing. Consequently, the Business Plan was reviewed and the Board of Management made the tough decision to increase the size of all services to a minimum number of five people in each home.

The restructure has achieved its goal in part by addressing the bulk of our funding issues, however the full savings will not be realized until the end of this current financial year and pending the construction and operation of two new homes. This will enable us to complete the closure of Burren Gate, Cavendish, Eudoria, and Cardington Way and achieve the final savings required to meet budget demands.

Most of the existing purpose built homes will be extended to incorporate a sixth bedroom and in some cases additional expanded living and dining areas. Plans have been drawn up for most of these homes and I envisage construction work starting early in the new financial year.

In line with the changes to the homes, the Administration area has also undergone review and some change. Instead of two accommodation streams we have now

moved to one accommodation stream for intellectual disability, engaged a People Planning Coordinator and an Accommodation Program Support Officer to support the Accommodation Manager. This was the first level of changes to the Administration structure and further changes will be made as the organisation grows and develops to ensure the administration and support services area remains responsive to the needs of the organisation.

The impact of this change in accommodation services is significant and cannot and should not be underestimated. With increasing unmet demand for services and an inadequate indexation rate that is not linked to real wages growth means organisations such as Nulsen Haven are under pressure to review their operations and find funding shortfalls within their own organisations. The Association has done its bit in this regard and must continue to be recognized by Government. Whilst we continue to lobby hard to ensure appropriate and realistic funding is provided to the sector, failure of the Government both State and Federal in the first instance to resolve indexation will only erode the savings we have made and open the door to further reforms. I hope this will not be the case in future years, as we have witnessed first hand the impact this change has had on the residents, families, staff and collectively our confidence for the future to maintain what we have and to ensure a healthy and responsive disability sector.

I consider it appropriate at this juncture to congratulate our residents and families for responding to this change so well and understanding the difficult position the Association was in. Secondly to our staff, we are so fortunate to have the caliber of staff that we do and I thank them on behalf of all the Management team for working through the many challenges that crossed our paths over this past year. Thirdly, to the Board of Management, who above all, have had the most difficult task in making the tough decisions that were necessary to get the Association back on track. With the majority of the Board of Management also family members, the responsibility they carried and the difficulty they faced in making these decisions should not be underestimated. Importantly, I thank Tony Edwards for his leadership and the members of the Board for their continued faith and appreciation of their staff in all areas of the Association.

With the main part of the restructure behind us, it is important for the Association to look forward and to ensure it maintains its relevance to people with



disabilities, the Government and to the community of Western Australia. With that in mind, we must continue to work with the Government not only in pursuit of adequate funding, but also in diversifying our operations to develop new services that respond to the array of unmet need that currently exists. New service areas currently under consideration and negotiation are in the area of Mental Health and Acquired Brain Injury. It is envisaged, and subject to appropriate funding that the Association could possibly develop two new service arms in these areas for the Association over the next five years.

In looking forward, it is also appropriate to consolidate the changes that have occurred within the Accommodation program and reinvest in areas such as staff training and resident development strategies. Two areas that have been impacted by continual cutting of the budget over previous years and that are fundamental in ensuring that we provide a quality service to the residents who we serve. These areas and others will be the focus of the Association over the year ahead as too will be the Association's continual involvement in matters concerning the wider disability sector. As always, Nulsen Haven Association remains committed to working with the Disability Services Commission to ensure the long term sustainability of this organisation but also the disability field as a whole. With our 50<sup>th</sup> Anniversary only one year away, I would like to think that the Association will be here to continue to serve the Western Australian community for another 50 years, as it has done so to date.

**Residents**

As with previous years, health issues continue to increase for residents as our population ages. We continue our strategies around building partnerships with specialist health and professional services to ensure we provide residents with the best possible health care support and advice. Our consultant Speech, Physiotherapy and Occupational Therapists, The Disability Health Training Team, our many general Practitioners, St John of God, Mercy, Galliers and Hollywood Hospital's continue to provide a quality and responsive service to our residents, without which we could not maintain the level of, or frequency of health intervention for residents.

The Association supported 75 people in its accommodation program and 31 people in the Scope – Community Integration Service during the past twelve months. This number is likely to rise over the coming year as new accommodation services are bought on line and we work to attract a further 16 people to the Scope program to total size of 50 people.

The following table provides an overview of the age range and number of residents currently receiving Accommodation and Community Integration Services from the Association.

**Accommodation Services**

AGE	16-20	21-30	31-40	41-50	51-over	TOTAL
MALE	2	3	9	15	10	39
FEMALE	-	11	9	15	1	36
<b>TOTAL</b>						75

**Community Integration Services – SCOPE**

AGE	0-16	16-20	21-30	31-40	41-50	TOTAL
MALE	1	2	5	2	6	16
FEMALE	-	1	12	1	1	15
<b>TOTAL</b>						31

The following table outlines the number of service hours provided to people receiving services from the Association's various service areas.

DEPARTMENT AREA	TOTAL HRS OF SERVICE
Administration Services	11,125 hours
Support Services Team	20,887 hours
Direct Care Support	245,632 hours
SCOPE	13,986 hours
<b>TOTAL HOURS</b>	<b>291,630 hours</b>

**Nulsen Training Services**

A significant event for the Staff Training Department over the past year was the development and launch of the Fire Training Package. This package was developed in conjunction with the Fire and Emergency Services Authority of Western Australia (FESA) and funded by the Disability Services Commission. The packaged aimed to raise fire awareness for people working and living in accommodation services provided for people with disabilities. The package could be used in a self paced learning mode or in a group training event. Each funded non Government Agency received a copy of the video and training package and the Association is marketing the package Australia wide. Kate Moncrieff and the staff at FESA worked very hard to develop the package and I congratulate them on a very relevant and successful training resource for the disability sector.

The last part of this year has been spent developing a Training Business Plan for the training department. Staff training and development is an essential component of the Association's operations. It informs our staff and develops their skills to enable them to carry out their work in supporting people with complex needs. The extension of our training programs into other non-government organisations, Local Councils and Curtin University is something we are proud to be doing and believe this to be a legitimate role for the Association. Often smaller non-government agencies do not have access to training and by using resources, knowledge and infrastructure that is already in place assists in providing such training that is relevant and at an affordable rate for these groups.

When we think about the future vision for the Staff Training Department it is to further develop and increase the numbers of presenters and course areas available to our own organisation and the disability sector. It is only through the contributions of many people to date presenting and offering their knowledge and experiences that has allowed the department to develop to its current form and status. We hope that as the expansion of operations for the Department come to fruition we develop more career opportunities for our direct care staff in the training area.

As a Registered Training Organisation, Monique and her staff are looking at targeting more courses to full level III and level IV competency status and expanding the offer of these courses to members of the public who may be considering a career in disability. In addition to this, our Registered Training Organisation status will also allow us to engage trainers to assist the role the Disability Health Care Training Team plays in this organisation. With an ever increasing number of health issues with our residents the support of this team is vital to our ability to respond to many health issues our residents face.

New initiatives of the Training Department have been the successful application for funding from Lotterywest to enable the Association to develop a medication management recording system. It is hoped to have the project completed by the end of the 2003 year. This system will computerise all residents' medication, ensuring that accurate medication history is kept up to date and changes can be responded to more effectively. Another initiative was the development of a Hospital Handbook. This resource was developed to aid both our staff and hospital staff when supporting a resident of Nulsen Haven in hospital. Consultation occurred with a number of health professionals and hospitals in the development of the handbook which outlines roles of various health professionals, roles of our staff, recording sheets for health matters and instructions on using



*Alex and Maynard*



*Maynard, Travis and Tony hard at work*



*Finished product!*

various items hospital equipment not found in our community homes. Manutension which is essentially a manual handling technique using natural pivot points of the body has been implemented throughout the Association as another initiative of the Training Department. Given the individual nature of the training required, this will take some time for all staff to be trained in Manutension and we aim that this training will improve staff manual handling techniques as well as reducing the incidence of injury in the workplace.

I congratulate Kate Moncrieff, Monique Williamson, Fran Livingstone and Donna Black for yet again achieving a very successful year for the staff training department. I see this department growing from strength to strength over the coming years as it endeavors to respond to the diverse training needs of this organisation and the wider disability community. Training is such an important part of the industry in which we work and must continue to be supported and resourced at both agency level and by Government if we wish to ensure a very competent and skilled workforce that supports people with disabilities.

### Training Department Activity Summary

#### INTERNAL TRAINING EVENTS

Activity Description	Sessions Held	Staff Attendance No.
Manutension		
* Certificate III	1	5
* Certificate II	5	8
* General Training	-	115
First Aid	26	110
Mentoring Program in Technology	1	11
Orientation	7	56
Physiotherapy	4	28
Occupational Safety and Health	2	28
Seating and Positioning	2	13
House in the Suburbs	4	20
Mealtime Management	6	45
Compulsory Fire Training	7	56
House Training Days	6	-
Workers Compensation	2	21
Smart Thinking	2	25
<b>TOTAL</b>	<b>75</b>	<b>541 (approx)</b>

#### EXTERNAL TRAINING EVENTS

Activity Description	Event Number
Manual Handling	1
First Aid	1
Epilepsy and Manutension	1
	-
House in the Suburbs	2
Disability Awareness	2
Local Area Coordination Training	1
Medication Administration	1
<b>TOTAL</b>	<b>9</b>

### Program Development

Given the changes that occurred throughout the Association over the past year with the restructuring, the Program Development Department has had to respond to not only the changing needs of residents but also review peoples equipment and other therapy related requirements as they moved into their new homes. This has been achieved in the main with one full time staff position short and I thank and congratulate Michelle on her efforts during the year, in what was a very challenging time for her. Likewise our consultants.

As Caroline Duddington took up the Acting Manager of Organisational Development role to manage and coordinate the restructuring, we concentrated on the therapy side of residents needs and put on hold the lifestyle planning process until such time as people were settled into their new homes and a new process was developed.

In spite of these challenges the Program Development Department managed an extra \$25,800 in their Community Aids and Equipment Program Budget and responded to a number of residents having Gastrostomy mealtime management systems put in place, and an ever increasing number of other related health needs.

Once again, without the support of the specialist health and professional services, our consultant Speech, Physiotherapy, Occupational Therapists, the Disability Health Training Team and our many General Practitioners, we would not be able to provide the level of care that we have achieved for people over this past year. My sincere thanks to everyone involved in this area and we look forward to working with you again over the coming year.

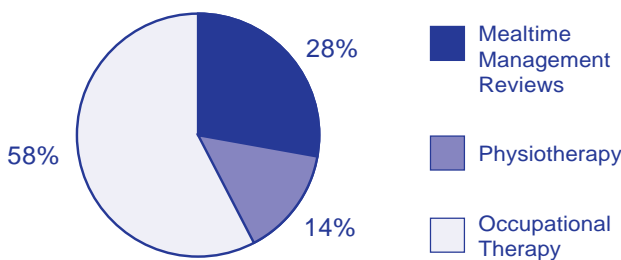
“Crossing the Fine Line” a training package for carers of adults with long term disabilities was a joint initiative between the Cerebral Palsy Association of Western Australia and Nulsen Haven Association, funded by Lotterywest. The package provides training to carers in areas such as: factors that affect a persons participation in everyday activities, positioning, positioning in a supported seating system, communication, pressure care, pain management, dressing, mealtimes, provision of physical assistance and promoting joint range of movement.

This will be an important resource for the disability sector, particularly people working to support individuals with disabilities. Congratulations to all those involved in the making of this training package and particularly Lotterywest for funding the project.

The activities of the Program Development area can be summarised in the following:

Activity Description	Number of Activities
Occupational therapy/wheelchair appointments	95
Dietician appointments	16
Lifestyle planning meetings	2
Activity rosters	5
Plan of Action reviews	1
Workshops/training days	21
House meetings	26
Meetings (General)	52
CAEP related activities, meetings etc.	8
Manutention	20
Family visits and meetings	9
Independent Living Centre appointments	10
Mealtime management appointments	30
Communication appointments	4
Physiotherapy appointments	31

**Program Development Therapy Budget  
2002 / 2003**



### Maintenance

As with previous years the maintenance of the Association's properties continues to exceed the budget, with this year being no exception, placing considerable pressure on the Association's revenue.

Our very competent maintenance team lead by Tony Smith (TJ) and his staff Alex Hodge, Tony Hawks and Valerie Ferber continue to ensure that the Association's properties are maintained to a high standard, despite the disruptions caused as a result of the regroupings of the homes. On that matter, I would like to thank our maintenance team sincerely for their input and diligence in assisting us to make temporary changes to the homes in order to accommodate a fifth resident. In addition to this, Tony has given his best endeavors to control expenditure in the maintenance area, enlisting the support of many contractors to reduce their fees or give of their time to some of our maintenance projects and needs.

To our current contractors, I thank them all for their contribution and generous support in assisting the Association in the maintenance area.

As we move to build two new homes this year and

renovate and extend an existing 11 homes, the maintenance needs will continue to be significant over the coming year as always. It is anticipated that once all budgetary reforms have been completed, the Association will be in a better position in future years to increase its budget in this area.

### Creative Development

Patti Ferber has again had another successful year in obtaining additional funding in which to supplement her Creative Development Program within the Association. A first this year was the successful attainment of funding from the Australia Council for the Arts Community Cultural Development Project. This has been a very successful project in terms of gains for residents and included programs such as:

- three song camps which involved six residents and six members of the community;
- arts workshops for 4 residents under the guidance and instruction of two community artists; and
- clay workshops at Perth Studio Potters with Kathy Evans and included three residents.

CANWA again provided funding in the last part of the year to provide music and entertainment at the Victoria Park Arts Markets in support of the Victoria Park Centre for the Arts. This program was to offer opportunities for residents to have the experience of market music and culture and has also been very successful. One of the visions for this year was to establish our Creative Development Program in the Arts community rather than isolated within the Association. To this end we have established a very good relationship with the Victoria Park Center for the Arts, with Patti spending half of her time at the centre. This is a relationship we value highly and will look forward to building on it further over the coming year to ensure that our residents experience and are exposed to a diversity of arts and cultural opportunities.

Patti's other activities include: finalisation of the Gordon Reid Foundation Grant that provided for a range of music and craft sessions, attendance at a week long course at CANWA on Public and Community Art and a one day cultural forum around bridging cultures through art and the entrance of some residents art in various exhibitions.

As Patti puts it "it has been a rollercoaster year of highs and lows of dramatic proportions for the residents and staff alike. The good thing is that the highs tended to come after the lows so there was once more a celebration of spirit and expression which in turn inspired others". My thanks to Patti and all the people associated with her Creative Development Area, it is such a crucial



part of our provision of “Home” and “Community” to people with disabilities.

### Final Word of Thanks

In yet another year of financial uncertainty, our Ladies Auxiliary again came to the party funding various items of equipment required to support our residents and ensure their health and wellbeing. Numbers of members for some of the country clubs continue to dwindle, but these ladies continue on unselfishly despite these obstacles. Every year I thank the ladies and feel that this is inadequate, but their support to Nulsen Haven is so sincerely and gratefully received and appreciated. It needs to be continually recognized that without their support, our ability to meet the equipment and capital requirements of the Association would be severely hampered. Once again to all the country ladies, Shirley Martin and the Perth Ladies, our sincere thanks for your efforts and I wish you all every continued success in 2003/04.

Our corporate sponsors have again enabled the Association to raise it’s profile and raise funds. In a particular our special thanks to BGC and the Western Australian Chamber of Commerce and Industry for supporting the Association this year.

The Disability Sector has been going through a time of change and unprecedented activity and to this end the Association has been committed to working with Government and the Disability Services Commission on a range of issues of importance to the sector and the Association. Some of this work also requires disability agencies to work together and once again we were pleased to work with many other non-government colleagues in the pursuit of quality services for people with disabilities in this State. Importantly, agencies such as Lotterywest and Department of Housing and Works play a vital role in supporting the work of this Association and others like us and I thank them for their significant contribution to Nulsen Haven over this past year.

Kellie, Darren, Graham and Caroline have been a great support to me during the past year despite themselves having a challenging year managing all the changes that affected their respective departments. Their loyalty and commitment to the Association remains unfaulted and for this I thank them.

To all the staff in the Administration and Support Services, my thanks also for your individual and collective contribution during the year and a job well done given the changes and restructuring that has occurred in your areas.

The year ahead should now see the last stage of the restructuring of the Association come to fruition. Completion of this stage will enable the Association to

realize the final operational savings necessary to maintain the sustainability of the Association. That behind us, we must move forward as an organisation, look to new opportunities that will diversify and strengthen our organisation to ensure we can respond to the needs of people with disabilities in this State and continue to provide services that are of quality and of course meaningful in a real life sense to those we support.

The Board of Management has again had some very difficult decisions to make this year with Tony Edwards taking the Presidency in his stride ensuring that the Board has responded to the challenges head on and with due regard and diligence. The support of their staff and myself remains strong and is sincerely appreciated.



**Gordon Trewern**

Director



## Accommodation Managers' Report

**This year has heralded many changes, not least being the merge of the two accommodation streams in July of this year, an outcome of our recent restructure. We were passionate about ensuring quality remain the essence of the service we provide and the way we provide it.**



*Kellie Dobbie — Manager,  
Accommodation Services — Stream One.*



*Darren Ginnelly — Manager,  
Accommodation Services — Stream Two.*

Whilst this year has provided us with many joyful experiences, it has also presented us with significant challenges that have impacted on the accommodation program in many ways.

### The Restructure

The process of regrouping some residents into new homes and living situations is nearly complete with the final 15 Association homes housing five residents not far away. For some, the change has provided a fantastic opportunity to develop, have their needs recognised differently and form close new relationships. For a few it's taken a while to settle and feel fully at home.

The process of organising house additions and renovations to cater for additional residents has been led by Caroline Duddington with the fantastic support of the maintenance team - many thanks to you for an amazing job.

### Rosters

The restructure made it essential to introduce a fairer roster system for staff and this provided us with our steepest learning curve of the year. The changes that have been implemented occurred through employing a collaborative process and we thank all parties for their patience, understanding and input.

New rosters have been implemented with two periods of review. Feedback to date indicates the new system is running reasonably smoothly.

### Re-Investment

We recognise that when undertaking significant change it is crucial to reinvest resources into existing services and this led to our development of the Accommodation Program Training and Development Plan for 2003-2005. Some of the training initiatives include development of a Mentoring Programme for staff, House Coordinator development days and investigating best practice. We will ensure this training is relevant and powerful.

### The Joys

It's always an absolute pleasure to welcome new residents and in this year we have welcomed Kaye Howell, Stephen Franklin, Kellie Bridger, Matthew Parker, Scott Chappell and their families. Each has come from living in their family home and has provided us with a fabulous opportunity to work very closely with them and their families. We have become more aware of the importance of providing genuine supports, of the grieving process that occurs as part of agreeing for one's child to receive support outside of the family unit on a permanent basis and the sometimes overwhelming responsibility of providing a service that meets the needs of one person. To the families of Kaye, Stephen, Kellie, Scott and Matthew - you have been wonderful teachers, our sincere thanks.

The Bridger and Franklin families have been wonderfully generous in allowing us to witness their experience and that of their family in the move of their children Kellie and Stephen from their family homes.

Carol Franklin, Stephens's mother writes...

I had been fighting for the right for Stephen to move out of home, into a home of his own for over five years, and when the day arrived for him to leave; it left me with a mix of emotions. My heart telling me one thing, and my brain telling me another, I knew that in the long term it would be the best for him. There were worries of will the staff know his needs, would he be understood, and would he understand that in time this is best for him.

Stephen was unsure of what was going on when we packed up the van. All the visits and the preparation hadn't really prepared us for what was going to happen. The half hour drive to Surrey road was the longest and the worst drive I have ever done. All sorts of things running through my mind, am I doing the right thing, will he be able to be understood, will the staff be able to give him the care we did. Part of me wanted to turn the van round and head for home. Stephen was in the van saying 'why; I'm good, home'. My heart went out to him; he must have thought that he was being punished.

We arrived outside the house, my heart thumping, Stephen still saying 'why'? We unpacked the car and started to get his room sorted out, he was settling down and started to get nosy, checking out the scene, making sure that every thing was put away in the right place.

After a short time I slipped away, I have never felt so bad, I knew that the amount of care that Stephen needed was getting too much for us. Then I felt we could have carried on for a little bit longer.

Now that he has been in his new home for six months, I know that we have done the right thing. He is settled and we have him home on alternate weekends, we can now have the time to enjoy him. We have the energy to give him the kind of life he deserves. He is his own person; he has a life independent of his family.

We still have some long-term worries that we need to let go, but we know his needs — he has been a big part of our life for twenty-eight years. You can't hand over all that knowledge in such a short time. We will always be fully involved in his life and have an open relationship with all the staff. Thank you Nulsen Haven for giving our son this opportunity of an independent life.

For Kellie, who moved into her new home just after Easter her parents write .....

Kellie moved into her new home at Bungaree Road on the 24<sup>th</sup> April 2003. The lead up to this day was a quagmire of mixed feelings and emotions. Guilt, happiness, sadness, success at finally being granted a place for our daughter, failure, we — as her parents cannot continue with her care at home. But nothing could have prepared us for the day we had to say goodbye to our little girl. It will always be the most profound day of our lives. How could we ever be happy when this final move to a group home has broken our hearts, and to a certain extent, our spirits. We left our darling daughter on that day in her new room, surrounded by welcome flowers, cards, and the most wonderful carers who were now entrusted with our most precious daughter's future wellbeing and happiness.

For the remainder of that day, the next day, the next week, the next month, we questioned how we could ever be happy with our actions and would Kellie ever forgive us for what we have done to her.

Nearly six months down the very rocky emotional road, we have found happiness and contentment with Kellie's new life. We can only hope that Kellie is also happy and that she understands her families love and support

for her. This newfound security is by no means an accident or a certainty with time. It has come from the solid support given to us as a family and to Kellie's every need by the wonderful caring people who make up the organisation of Nulsen Haven. For this we will be

eternally grateful. It has given our lives a new perspective and direction and we now feel we have a new family within our family. It gives us immense pleasure getting to know the ladies who share the house with Kellie and the carers who do such a wonderful job. We now enjoy Kellie's company when she comes home, as her loving parents and not the tired and slightly worn-out carers that we were for her. We look forward to the future with the certainty that Kellie will always be safe and secure and given the care she deserves. We can plan a little further than a couple of days ahead, and although we are like two kids in a lolly shop running around in circles not knowing



*Carol, Geoff and Kellie Bridger.*

where to start, we know that direction and good things await us.

Our sincerest thanks to all associated with Nulsen Haven from Kellie, Carol and Geoff Bridger.

### **New Leadership**

The focus of the next year is energising, focusing and investing in the Accommodation program and it is fitting that this is led by a new face with a new perspective. We welcome Shane Mauger to the position of Manager of Accommodation Services and wish him every success in the position.

In August Darren made the very difficult decision to resign to pursue further studies and a change in lifestyle. He has made a significant and lasting contribution to the Association, its staff and the residents who he came to know and advocate for so well. He is greatly missed and we wish him every success for the future.

Kellie took up the position of Manager of Support Services in late July and will work closely with Shane and the Support Services Team to ensure that the best possible supports are provided to residents.

Our thanks to the wonderful residents we have supported in our time in the positions, the staff who support and cared for them and the House Coordinators of the Association — working with you all has been a pleasure.

**Darren Ginnelly and Kellie Dobbie**

## Scope Annual Report

*Mr Shane Mauger, Co-ordinator Community Integration Services.*

**Scope Community Integration Services** has finished its second year with further expansion in the Alternatives to Employment (ATE)/Post School Options (PSO) area as well as exploration of new services in the community.

Scope has strengthened its ATE/PSO services this year providing a significant number of hours to participants who are both residents of the Association and people living in the wider community. Services continue to be on a one to one basis due to the high individual needs of the people that we support and are focused on accessing activities and events in integrated settings.

Activity frequency has varied at different times of the year dependent on some services availability and being in working condition. The most notable of these is the pool we access. While the swimming and hydrotherapy pool provide the safest working conditions for both the participants and Community Support Assistants, the reliability of the hoisting system has meant that for extended periods of time participants have been unable to access the pool. However we have been able to work this to the participant's advantage in that they have had a wider variety of activities that they have been involved with during these periods.

Scope also began exploring in-home service for families. This was a new step for the Association as we no longer controlled all of the elements in the staff's working environment and staff needed to work closely with the participants and their family members. This provided a variety of challenges for Scope and the Association but due to the hard work of all involved, we were able to generate successful outcomes for all parties. The most difficult aspect was where to draw the line between providing a service to the participant and also meeting the needs of the family. Staff made a number a judgement calls in these areas and always worked within the boundaries of the Association policies, procedures and guidelines. When working independently, staff showed that they always put the needs of the participant first and that they maintained the person's home environment while respecting the boundaries of the family unit.

Scope continued with the development of their staff with two staff training weeks held over the year, one in the middle of the year and the other over the Christmas break. It gave staff who work independently for a majority of their day with participants, an opportunity to catch up with other staff members, exchange ideas and assist them to develop a support network in a demanding and difficult job of supporting individuals in the community. Staff were involved with first aid, manutension (safe lifting), mealtime management, seating and community integration strategies as well as being involved with aquatic physiotherapy training, vehicle management, vehicle maintenance and a half day spent in the community playing the role of a participant. The last day of the training is always the most challenging and gives staff a new perception on the job they perform.

Scope has moved premises, we are now located in the building that adjoins Nulsen Haven's offices. The move was made to allow staff to move freely in the course of their duties and due to the Association outgrowing the space that was available for the current office structure. The move has been a time of adjustment for all involved but also goes to show how the service has grown in the last two years.

The final change in Scope is that I have resigned from the Scope Co-ordinators position and accepted the position of Manager Accommodation Services with Nulsen Haven Accommodation Services. This was a difficult move for me to make as I have been with Scope from the first day of its initial development and have made plans with the staff for the future. However; I know that Scope's future is in good hands and the commitment and dedication of all the people involved with Scope will see it continue to be a quality service and a shining light for the Association into the future.

**Shane Mauger**

Co-ordinator Community Integration Services

	Funding \$	Total Hours Year	Total Hours Received	Hours Provided Fortnight	Hours Remain	Hours Carried
Totals	327 067	10 825.06	8 940.47	447.73	99.78	99.23



**Ladies Auxiliary Report**

I am pleased to report that the Nulsen Haven Ladies Auxiliary still has 12 members meeting each month at Anzac House. Unfortunately Sylvia Boyd has been unable to attend regularly but Hilary Parker (ex staff member) has started to attend to get more involved.

These meetings virtually make executive decisions on behalf of the Auxiliary and Op Shop with regard to the funds raised by our various activities.

We have decided to take a further two year lease on the Op Shop in Albany Highway East Victoria Park (next to the Balmoral Hotel). Our shop has been operating since 1970. We feel confident that we will get the support of our current shop helpers and would like to hear from anyone who could assist at the shop. We are receiving lots of donations from relatives and friends and people we do not know and of course most especially from Cecil Bros (Betts & Betts) with their wonderful donations of shoes and handbags, which are much appreciated by our customers. So far we have been lucky to get free advertising for these special sales of shoes.

We have had very successful stalls at Claremont, Booragoon and Riverton, with donations of cakes and jams and other goods and over the past 12 months have donated \$37,370 to clear items off the Wish Lists we receive periodically.

Everyone enjoyed the Perth Party in September with six ladies from Brunswick, 15 from Waroona, one from Bunbury – Eva Tyler was not well enough to come, another victim of the flu bug. 26 ladies from Perth Ladies Auxiliary and Op Shop were present.

Before the Perth Party luncheon, Ruth and I were taken to Parliament House by Gordon to be presented with a '2003 Making A Difference Award' from the Disability Services Commission, on behalf of all our volunteers. This will be displayed at the Op Shop.

Cheques totalling \$11,700 were presented to Gordon, a wonderful effort from all clubs. The birthday cake was cut by Sylvia Williams, a founding member of the Bunbury Club who has been a member of the Ladies Auxiliary since coming to Perth.

Once again our thanks to the staff at the office who help so much with our fundraising efforts, especially the Perth Party and Melbourne Cup. Special thanks to all our volunteers – past and present who have done so much for the clients of Nulsen Haven. Always remember – volunteers are very important people.

**Shirley Martin**

Ladies Auxiliary President

*Perth Party 2003*



*Sylvia Williams of the Perth Ladies Auxiliary*



*South West Ladies Radio Club representatives  
Hilary Fisher and Mary Francis (standing).  
Gordon Trewern, Shirley Martin and Peg Parkin.*

## Finance Report

*Mr Eric Goddard, Chairman.*



**Chairman:** Mr Goddard

**Responsibilities:**

To evaluate and recommend to the Board of Management on annual budget, submissions to government bodies for capital funding, annual financial reports, financing of capital projects, accounting methods and policies, and to oversee all matters affecting the financing of the Association's activities.

The Financial results of the Association for the year ending 30 June 2003 are summarised on the following pages:

**Major activities for the year:**

1. The continued gap between indexation rates applied to our base Disability Services Commission funding and award wage increases for staff employed in the Accommodation area has meant that a major restructure of the Association's accommodation services was carried out during the 2002/03 year.

In order to maintain our financial viability within the existing level of grant income it has been necessary to move from two, three and four persons sharing a home to a situation where the base accommodation model will be five people sharing a home. This transition was partially completed at the end of the 2002/03 financial year, but we are still waiting on the construction of two purpose built homes before the final four houses can move.

As stated in last year's report, the long term successes of any such changes are dependant on the Disability Services Commission implementing an adequate rate of indexation to be applied to our annual funding. If this issue is not suitably resolved and funding does not keep pace with the rate of rising costs, any efficiency implemented today will only be eroded in subsequent years. No matter how effective or efficient the services we create now, they will all fall foul of reduced funding if wage increases passed by the Government exceeds the value of the indexation set by the Government. Until the State and Federal governments join together and implement an adequate rate of indexation, we will be faced with an ever increasing and unsustainable pressure on our services. Without an adequate rate of indexation we cannot guarantee that further changes in this area will not occur.

2. The construction of Robins Road was completed in June 2003 and the residents of Yorna Road have moved in to their new home after a wait of three years. The Yorna Road building will now be used for temporary accommodation whilst people have to move out of their existing homes during construction work to add on an additional bedroom and/or living areas.
3. Two new homes were opened during the year, one at McMahon Way and one at St Kilda Road. An additional four people have moved into the McMahon Way house and two new people have joined three of our existing residents in the Surrey Road home. This means a total of 74 people are now either receiving long term accommodation services or are in the process of transitioning to long term services from their existing family support.
4. The Lotteries Commission has once again funded major capital works for the Association.
  - Funding of \$30,000 was received for modifications to four wheelchair hoist vans.
  - \$22,500 was also received for furniture and equipment for nine residents moving into new houses.
  - The Lotteries Commission through the Gordon Reid Foundation also provided \$14,448 for a music program provided by our Creative Development area. This is an extremely beneficial program conducted by Patti Christiansen our Creative Development Officer, in conjunction with professional local musicians. This program is a major adjunct to our other Disability Services Commission funded programs.
  - \$21,665 was provided for the purchase of a replacement Accounting Software package as our existing system which had been purchased in 1989 was no longer being supported by the manufacturer. The grant was used to purchase the Triumph accounting package and to obtain software support from CA management for its implementation.
5. Disability Services Commission provided Capital funding for 80% of the replacement cost of four modified wheelchair vans. The balance of 20% is funded from Nulsen Haven fundraising income.



6. Income generated from our administrative support service “Independent Administration” was \$63,446 and income generated from the provision of staff training to external groups was \$11,362. This income is used to offset our administration costs and to supplement our staff-training budget.
7. Our new Community Integration Service “SCOPE” has now grown to provide services to approximately 25 individuals during the year and has a total income of \$300,500.
8. During the redevelopment of our accommodation services a number of properties have been identified as surplus to future needs. One property has been returned to the Ministry of Housing. Two properties — Burren Gate and at Cavendish Way are owned by Nulsen Haven and will be sold. These properties were originally purchased using Commonwealth Grant income and any proceeds from the sale will be returned to the Disability Services Commission. Application has been made for the value of these properties to be reinvested in either joint venture projects with the Ministry of Housing for additional purpose built homes, or to be used in the provision of other additional accommodation services.

## REVENUE

### Operating Revenue:

The total operating revenue for the 2002/2003 year was \$9,041,394 — an increase of \$1,078,744 (+13.54%) on the 2001/2002 total of \$7,962,650.

<u>Source of Operating Revenue:</u>	\$	%
State Funding (DSC)	7,873,184	87
Residents' Fees	753,743	8
Donations, Fundraising, Other	411,467	5
<b>Total</b>	<b>9,041,394</b>	<b>100.0</b>

### Non-Operating Revenue:

Total Non Operating Revenue received during the 2002/2003 year was \$259,376, an increase of (\$55,893) on the 2001/2002 total of \$315,269.

<u>Source of Non-Operating Income:</u>	\$	%
State	167,541	64
Donations, Fundraising, Other	51,830	20
Lotteries Commission	40,005	16
<b>Total</b>	<b>259,376</b>	<b>100.0</b>

## EXPENDITURE

The following table shows a breakdown of expenditure since 1998/99.

	<u>1998/99</u>	<u>1999/00</u>	<u>2000/01</u>	<u>2001/02</u>	<u>2002/03</u>
Salaries/Wages	4,526,895	5,825,041	5,866,290	6,116,079	6,890,964
Depreciation	247,888	320,350	329,883	312,053	347,956
Operating costs	1,054,869	1,489,515	1,420,529	1,309,952	1,727,986
Administration	109,142	54,674	64,857	227,930	274,052
Promotions	7,921	2,056	2,312	78,869	84,668
<b>Total</b>	<b>5,946,715</b>	<b>7,691,636</b>	<b>7,683,871</b>	<b>8,044,883</b>	<b>9,325,626</b>

NB: As of 2001/02 Administration costs now include cost of maintenance at the Burton St Offices and all non-direct house insurances which were previously included under operating costs. This classification is more in line with the method of classification used in our published accounts.

The total operating expenditure of \$9,325,626 gives a net book-operating deficit of (\$284,232) over the 2002/2003 financial year. This figure excludes the capital funding of \$259,376 shown in the Statement of Financial Performance.

## SUMMARY

After adjusting for non-cash transactions such as depreciation, accruals and movements in provisions, the final cash result for the 2002/2003-year shows a net cash-operating deficit of (\$17,151).

This is represented by:

Base Deficit	(24,856)
Exclude Capital Funding	259,376
Book Operating Deficit	(284,232)
<u>Add:</u> (Movements in)	
Depreciation	347,956
<u>Less:</u>	
Profit on sale of assets	80,875
	<hr/>
Cash Operating Deficit	(17,151)
	<hr/> <hr/>

Due to a change in funding policy, as of the 2002/2003 financial year, wages accruals are now funded as part of our ongoing funding. Future reports to Disability Services Commission will now take into account this funding, and no additional funds will be received in the year that the 27<sup>th</sup> fortnight occurs. This is another step towards proper accrual funding by the Disability Services Commission.

Lastly I would like to thank all the staff in the Administration area and to the members of the finance committee for their hard work and support during the year. The Association currently faces many challenges and we will rely heavily on the expertise of staff in this area.

My thanks also to the direct care staff who have undergone a year of upheaval whilst still maintaining an excellent quality of service.



Mr Eric Goddard

**Chairman**

# General Purpose Financial Statements



For the year ended  
30 June 2003

# Financial Statements

## For the year ended

### 30 June 2003

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**Deloitte  
Touche  
Tohmatsu**

**INDEPENDENT AUDIT REPORT TO THE  
MEMBERS OF NULSEN HAVEN ASSOCIATION (INC.)**

Scope

We have audited the financial report of Nulsen Haven Association (Inc.) for the financial year ended 30 June 2003 as set out on pages F2 to F15. The Board of Management is responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia so as to present a view which is consistent with our understanding of the association's financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia the financial position of Nulsen Haven Association (Inc.) as at 30 June 2003 and the results of its operations and its cash flows for the year then ended.



DELOITTE TOUCHE TOHMATSU



Peter McIver  
Partner  
Chartered Accountants

Perth WA  
8 October 2003

The liability of Deloitte Touche Tohmatsu, is limited by, and to the extent of, the Accountants' Scheme under the Professional Standards Act 1994 (NSW).



# Statement by the Board of Management

for the year ended 30 June 2003

The Board of Management declare that:

- a) The attached financial statements and notes thereto comply with accounting standards;
- b) The attached financial statements and notes thereto give a true and fair view of the financial position and performance of the Association; and
- c) In the Board of Management's opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable, so long as the Disability Services Commission continue to provide funding to the Association as described in note 1(h).

Signed on behalf of the Board of Management



**Anthony Edwards**

*President*

Date: 07/10/03

Perth, WA

## Statement of Financial Performance

for the year ended 30 June 2003

	Notes	2003 \$	2002 \$
<b>REVENUE FROM ORDINARY ACTIVITIES</b>			
Grants — Disability Services Commission		7,873,184	7,110,623
Fees from Clients		753,743	674,239
Lotteries Commission — Operating Income		45,318	16,453
Fundraising/Donations/Legacies		79,077	2,000
Interest Income		74,689	0
Independent Administration		63,446	55,594
Other Income		71,061	53,225
Profit from Sale of Assets		265,163	262,120
Capital Funding	8	259,376	315,269
		<hr/>	<hr/>
<b>Total Revenue from Ordinary Activities</b>		<b>9,485,057</b>	<b>8,489,523</b>
		<hr/>	<hr/>
<b>EXPENSES FROM ORDINARY ACTIVITIES</b>			
Direct Care		8,308,325	7,127,023
Administration		843,364	829,162
Therapy Services		224,760	168,578
Independent Administration		42,384	39,893
Fundraising/Promotions		84,668	78,869
Borrowings Cost		6,412	6,396
		<hr/>	<hr/>
<b>Total Expenses from Ordinary Activities</b>	18	<b>9,509,913</b>	<b>8,249,921</b>
		<hr/>	<hr/>
<b>Net Surplus/(Deficit)</b>		<b>(24,856)</b>	<b>239,602</b>
		<hr/> <hr/>	<hr/> <hr/>
Number of Clients at end of financial year		73	65
Number of Employees at end of financial year		271	238

Notes to and forming parts of the accounts are included on pages 36 to 42.

## Statement of Financial Position

as at 30 June 2003

	Note	2003 \$	2002 \$
<b>CURRENT ASSETS</b>			
Cash Assets	3	535,771	769,244
Receivables	2	84,863	28,465
<b>Total Current Assets</b>		620,634	797,709
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	4	2,636,345	2,522,177
Investments		207	207
<b>Total Non-current Assets</b>		2,636,552	2,522,384
<b>Total Assets</b>		3,257,186	3,320,093
<b>CURRENT LIABILITIES</b>			
Payables	5	317,762	404,193
Other	6	54,803	134,957
Provisions	7	1,257,928	1,134,275
<b>Total Current Liabilities</b>		1,630,493	1,673,425
<b>NON-CURRENT LIABILITIES</b>			
Interest Bearing Liabilities	16	102,382	105,726
Provisions	7	41,075	32,850
<b>Total Non-current Liabilities</b>		143,457	138,576
<b>Total Liabilities</b>		1,773,950	1,812,001
<b>NET ASSETS</b>		1,483,236	1,508,092
<b>EQUITY</b>			
Accumulated Funds	18	1,462,288	1,501,526
Reserves	17	20,948	6,566
<b>Total Equity</b>		1,483,236	1,508,092

*Notes to and forming parts of the accounts are included on pages 36 to 42.*

## Statement of Cashflows

for the year ended 30 June 2003

	Note	2003		2002	
		\$	\$	\$	\$
		Inflows (Outflows)		Inflows (Outflows)	
Cash flows from Operating Activities					
Grant Income		7,793,030		7,193,122	
Interest Received		74,689		0	
Fees from Clients		753,743		674,239	
Donations / Fundraising		124,395		18,453	
Other Payments		134,508		108,819	
Payments to Suppliers and Employees		(8,988,621)		(7,601,440)	
		<hr/>		<hr/>	
Net cash provided by operating activities	19(c )		108,256		393,193
Cash flows from Investing Activities					
Proceeds from sale of property, plant and equipment		265,163		262,120	
Payment for property, plant and equipment		(646,412)		(544,500)	
		<hr/>		<hr/>	
Net cash provided by/(used in) or from investing activities			(381,249)		(282,380)
Cash flows from Financing Activities					
Repayment of Borrowings		(3,344)		(3,660)	
Capital Funding		259,376		315,269	
		<hr/>		<hr/>	
Net cash (used in) financing activities			256,032		311,909
		<hr/>		<hr/>	
Net increase/(decrease) in cash held			(233,473)		422,722
Cash at beginning of the financial year			769,244		346,522
		<hr/>		<hr/>	
Cash at the end of the financial year	19(a)		535,771		769,244
		<hr/> <hr/>		<hr/> <hr/>	

Notes to and forming parts of the accounts are included on pages 36 to 42.

# Notes To and Forming Part of the Accounts

For the year ended 30 June 2003

## 1. SUMMARY OF ACCOUNTING POLICIES

This financial report is a general purpose financial report which has been prepared in accordance with Australian Accounting Standards and Urgent Issues Consensus Views.

The principal accounting policies of the Association, which are set out below, have been consistently followed in all material aspects.

- (a) The financial report has been prepared in accordance with the historical cost convention.
- (b) The provision for long service leave is measured as the present value of the estimated future cash outflows plus an allowance for Superannuation and Workers Compensation premiums, as follows:
  - (i) Administration staff after 7 years.
  - (ii) All other staff after 10 years for the first term, and 7 years thereafter.

Provision is also made for the pro-rata value of long service applicable to any staff member 55 years of age or older that has completed a minimum of three years continuous service with the Association. In addition, with the application of applicable accounting standard AAS 30 "Accounting for Employee Entitlements", provision has been made for the estimated percentage of current staff's pro-rata Long Service Leave entitlement that may reasonably be expected to be paid out at a future date.

- (c) Annual Leave entitlement is accrued based upon holiday entitlement at their nominal values using the remuneration rate expected to apply at the time of settlement plus 28.0% shift loadings where applicable, plus an allowance for Superannuation and Workers Compensation premiums.
- (d) Sick Leave and Accrued Days Off entitlements are accrued and calculated under the relevant Industrial Awards and Work Place Agreements, plus an allowance for Superannuation and Workers Compensation premiums.
- (e) Depreciation is calculated on a straight line basis so as to write off the net cost of each fixed asset during its expected life. The depreciation rates used are:

Plant and Equipment, Computers	20% - 33%
Furniture	20%
Motor Vehicles	20%
Buildings	2.5%

- (f) Due to the nature of its activities the organisation has been granted an exemption from the payment of income tax.
- (g) Revenue consisting of Grants received, is recognised as income in the same period as expenses to which the grant relates are incurred. Where there is facility to carry forward the grant from financial year to financial year, the remainder or the grant is recorded as Grant in Advance until such time as the grant is expensed.
- (h) The Board of Management consider that the Association is a going concern, and these financial statements have been prepared on that basis. At 30 June 2003, the Association has a \$1,009,859 net current asset deficiency. Over its history the Association had been funded by the now Disability Services Commission, under a "Grant in Aid" model which did not allow for the retention of grant income to cover non-cash liabilities such as outstanding employee entitlements. This practice gradually ceased during the late 1990's and current practice is to accrue for such entitlements out of the current year's grant income. The ability of the Association to continue as a going concern is dependent on the continued funding of the Disability Services Commission. The Board of Management have no reason to believe the funding from the Disability Services Commission will not continue.



## Notes To and Forming Part of the Accounts

for the year ended 30 June 2003

	2003	2002
	\$	\$
<b>2. RECEIVABLES</b>		
Workers Compensation Claims	5,877	17,076
Resident Board & Lodgings Fee	65,325	0
GST receivable	13,661	11,221
Other Debtors	0	168
	<u>84,863</u>	<u>28,465</u>
<b>3. CASH ASSETS</b>		
Cash on hand	500	300
Cash at bank	27,050	26,250
Deceased Estates Account	161,452	141,894
Money Market Account	302,817	564,872
Funeral Trust Account	43,952	35,928
	<u>535,771</u>	<u>769,244</u>

An overdraft facility of \$30,000 is secured by the Funeral Trust Account Balance.

A bank guarantee of \$20,000 to the Office of Racing and Gaming exists to provide Security for the value of prizes in the 2003 Beer and Crayfish Raffle.

**4. PROPERTY, PLANT and EQUIPMENT**

	Land Buildings	Plant and Equipment	Furniture	Motor Vehicles	TOTAL
	\$	\$	\$	\$	\$
<b>Gross Carrying Amount</b>					
<b>- cost</b>					
Balance at 30 June 2002	2,018,740	564,461	325,665	1,128,344	4,037,210
Additions	-	70,522	28,896	546,994	646,412
Disposals	-	-	-	(418,556)	(418,556)
Balance at 30 June 2003	<u>2,018,740</u>	<u>634,983</u>	<u>354,561</u>	<u>1,256,782</u>	<u>4,265,066</u>
<b>Accumulated Depreciation</b>					
Balance at 30 June 2002	(336,384)	(415,376)	(247,471)	(515,802)	(1,515,033)
Disposals	-	-	-	234,268	234,268
Depreciation Expense	(34,903)	(71,944)	(38,043)	(203,066)	(347,956)
Balance at 30 June 2003	<u>(371,287)</u>	<u>(487,320)</u>	<u>(285,514)</u>	<u>(484,600)</u>	<u>(1,628,721)</u>
<b>Net Book Value</b>					
As at 30 June 2002	1,682,356	149,085	78,194	612,542	2,522,177
As at 30 June 2003	<u>1,647,453</u>	<u>147,663</u>	<u>69,047</u>	<u>772,182</u>	<u>2,636,345</u>

## Notes To and Forming Part of the Accounts

For the year ended 30 June 2003

Aggregate Depreciation allocated is recognised as an expense during the year.

	2003	2002
	\$	\$
Land and Buildings	34,903	34,878
Plant and Equipment	71,944	76,496
Furniture	38,043	36,911
Motor Vehicles	203,066	163,766
	347,956	312,051
	347,956	312,051

### Sales of Assets

Sales of property, plant and equipment in the ordinary course of business have given rise to the following profits:

	2003	2002
	\$	\$
Net Profit	80,875	50,516
	80,875	50,516
	80,875	50,516

The Board of Management are confident that the market value of the land and buildings is greater than the carrying value.

	2003	2002
	\$	\$

### 5. CURRENT PAYABLES

Accrued expenses	59,079	41,857
Wages Accrual	256,751	280,418
GST Payable	1,932	81,918
	317,762	404,193
	317,762	404,193

### 6. OTHER CURRENT LIABILITIES

#### Income Received in Advance:

Disability Service Commission	44,249	124,174
Lotteries Commission	2,268	0
COFA— Occupational Therapy Grants	0	3,300
Creative Development Grants	8,286	7,483
	54,803	134,957
	54,803	134,957

### 7. PROVISIONS

#### Current Employee Benefits:

Long Service Leave	234,930	184,303
Annual Leave	686,559	611,030
Accrued Days Off	182,472	174,227
Sick Leave	153,967	164,715
	1,257,928	1,134,275
	1,257,928	1,134,275

#### Non-Current Employee Benefits

Long Service Leave- Non Current	41,075	32,850
	41,075	32,850
	41,075	32,850

## Notes To and Forming Part of the Accounts

for the year ended 30 June 2003

	2003 \$	2002 \$
<b>8. CAPITAL FUNDING</b>		
State Government (DSC) Capital/Equipment Grant	167,541	119,799
Estates, Donations, Fundraising, Other	51,830	81,714
Lotteries Commission - Capital Grant	40,005	49,342
Interest	0	64,414
	259,376	315,269
	259,376	315,269
<b>9. COMMITMENTS FOR EXPENDITURE</b>		
<b>Capital Expenditure Commitments</b>		
Plant and Equipment		
<i>Not later than 1 Year</i>	0	10,000
<b>Home Rental Commitments</b>		
<i>Not later than 1 Year</i>	53,716	53,716

**10. RELATED PARTY DISCLOSURE**

The members of the Board of Management during the 2002/03 year were;

Mrs Jill Bennett		Mr Max Kousins	
Mrs Moya Crofts		Mr Les Luff	
Mr Tony Edwards	President	Mrs Margaret Luff	(Ladies Auxiliary Representative)
Mrs Carolyn Franklin		Ms Grace Parker	
Mr Eric Goddard	Vice President	Mrs Peg Parkin	
Mrs Fiona Grealish		Mr Aart Plug	Vice President
Mr Brian Kelton			

Mr Gordon Trewern	* Ex-officio member: Director
Mrs Kellie Dobbie	* Ex-officio member: Manager of Accommodation Services — Stream 1
Mr Darren Ginnelly	* Ex-officio member: Manager of Accommodation Services — Stream 2
Ms Caroline Duddington	* Ex-officio member: Manager of Project Development
Mr Graham Holman	* Ex-officio member: Manager of Administrative Services
	* (Ex-officio members have no voting rights at meetings)

**11. SUPERANNUATION**

The Association sponsors the following superannuation plan for employees, the details of which are set out below:

**Nulsen Haven Staff Superannuation Fund**

**Type of Benefits** Accumulation of contributions of employee and employer. Covering all employees earning in excess of \$450 per calendar month and providing benefits on retirement, death or permanent disability.

**Contributions by:**

Employee Nil to Unlimited based on category of membership.

Employer 9% to 16% based on category of membership.  
The Company has a legal obligation to contribute as set out in the trust deed, the relevant industrial awards and in the Superannuation guarantee legislation, but has the right to vary the rate of, or terminate, contributions upon giving notice as prescribed in the deed, subject to award and superannuation guarantee conditions.

The fund is administered by A.M.P. Society, guided by a committee of Trustee advisers.

# Notes To and Forming Part of the Accounts

For the year ended 30 June 2003

## 12. BURTON STREET SITE

Funding of \$512,000 was received from the Disability Services Commission in 1996/97 to enable the purchase of premises at 28(a) Burton Street Cannington. Nulsen Haven Association holds a 100% equity in the site; Disability Services Commission holds a caveat over the property which ensures that the site will only be used to provide appropriate services. A further \$149,100 was received from the Lotteries Commission to enable a refit of the new administration site in the year ending 30 June 2002.

In December 1999 \$85,000 was received from the Lotteries Commission to purchase a second Strata Title on the 28 (b) Burton St site for use as a Staff Training Facility. The Lotteries Commission hold a ten year caveat over the property. The caveat expires in December 2009.

The written down value of this property as at 30 June 2003 was \$479,274 (2002 - \$489,439).

## 13. JOINT VENTURE PROPERTIES

The properties at Dillon Place and Rosella Place were purchased through joint venture funding with the Department of Housing and Works (formally Homeswest), and the property at St George's Avenue through joint venture funding with Department of Housing and Works and the Lotteries Commission. Nulsen Haven Association's equity value in the three properties is held as a percentage of the historical cost value of the properties. Should any of the properties be sold in the future, Nulsen Haven Association would receive a percentage of the final resale value. These percentages are: Dillon Place (43.86%), Rosella Place (35%) and St George's Avenue (48.86%). Caveats are currently in place over these properties registering the interests of both Homeswest and the Lotteries Commission where applicable.

The written down value of these properties as at 30 June 2003 was:

Dillon	\$148,614 - (2002 - \$152,063)
Rosella	\$158,861 - (2002 - \$162,468)
St George	\$119,418 - (2002 - \$122,065)

## 14. DISABILITY SERVICES FUNDED PROPERTIES

The properties at Cavendish Way and Burren Gate were purchased with Commonwealth funding in 1987. The grant conditions require that if the properties are no longer used for the purpose of the grant, the current market value of the property will be refunded to the Commonwealth. Rights to these properties were transferred to the Disability Services Commission through the Commonwealth State Disability Funding Agreement.

The written down value of these properties as at 30 June 2003 was:

Cavendish Way	\$86,591 - (2002 - \$88,417)
Burren Gate	\$87,989 - (2002 - \$89,901)

## 15. FINANCIAL INSTRUMENTS

### (a) Credit Risk

The carrying amount of financial assets recorded in the Statement of Financial Position, net of any provisions for losses, represents the maximum exposure to credit risk.

### (b) Interest Rate Risk

The exposure to interest rate risk for each class of financial asset and financial liability is set out below.

## Notes To and Forming Part of the Accounts

for the year ended 30 June 2003

## (i) Cash

Cash comprises non-interest bearing cash floats of \$27,550 (2002, \$26,550) and Cash Management Accounts, Commercial Bills and Term Deposits comprising \$508,221 (2002, \$742,694), bearing interest rates of 4.0% to 4.5% (2002, 4.0% to 4.5%). Investments are fixed for the period of 30 days, excepting the Funeral Trust Term Deposit which is fixed for 90 days.

## (ii) Receivables

Receivables are non-interest bearing.

## (iii) Payables

Payables are non-interest bearing.

## (iv) Interest Bearing Liabilities (see note 16).

**(c) Net Fair Value**

The net fair value of financial assets and financial liabilities at balance date approximate their carrying values.

**16. INTEREST BEARING LIABILITIES**

A mortgage loan of \$111,000 was taken out with the Commonwealth Bank of Australia to fund the purchase of land at Robins Road Kalamunda. The land will be used in a Joint Venture project with the Ministry of Housing, to accommodate the five gentlemen previously living in rented premises at Kalamunda. The balance at 30 June 2003 was \$102,382 bearing an interest rate of 6.06%. (2002 - \$105,726)

**17. RESERVES**

	2003 \$	2002 \$
<b>Motor Vehicles</b>		
Balance at beginning of financial year	6,566	0
Transfer from accumulated surplus	14,382	6,566
	<u>20,948</u>	<u>6,566</u>
Balance at end of financial year	<u>20,948</u>	<u>6,566</u>

The Motor Vehicle Replacement Reserve relates to SCOPE funding set aside for replacement of vehicles.

**18. ACCUMULATED SURPLUS**

	2003 \$	2002 \$
Balance at beginning of financial year	1,501,526	1,268,490
Net Surplus/Deficit for the year	(24,856)	239,602
Transfer to Motor Vehicle Replacement Reserve	(14,382)	(6,566)
	<u>1,462,288</u>	<u>1,501,526</u>
Balance at end of financial year	<u>1,462,288</u>	<u>1,501,526</u>



# Notes To and Forming Part of the Accounts

For the year ended 30 June 2003

## 19. STATEMENT OF CASH FLOWS

### (a) Reconciliation of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

	2003 \$	2002 \$
Cash	27,550	26,550
Deposits at Call	508,221	742,694
	<u>535,771</u>	<u>769,244</u>

### b) Financing Facilities

An overdraft facility of \$30,000 (2002 - \$30,000) was available to the Association at the end of the financial year. As of that date \$0 (2002 - \$0) of that facility was in use.

### c) Reconciliation of net cash provided by operating activities to surplus from ordinary activities.

	2003 \$	2002 \$
Surplus/(deficit) from ordinary activities	(24,856)	239,602
Profit on disposal of non-current assets	(80,875)	(50,516)
Capital Funding	(259,376)	(315,269)
Depreciation and amortisation of non-current assets	347,956	312,053
Changes in net assets and liabilities		
Increase in current receivables	(56,398)	(7,530)
Increase in current payables	0	79,470
Decrease in current payables	(86,431)	0
Increase in provisions	131,878	52,884
Increase in other current liabilities	0	82,449
Decrease in other current liabilities	(80,154)	0
Net Cash provided by/(used in) operating activities	<u>(108,256)</u>	<u>393,193</u>

## Donations and Sponsors

The Association is extremely grateful to the many individuals, clubs and local businesses that have extended their support by way of donations and sponsorship for fundraising events, held throughout 2002/2003. It is through their collective generosity that the Association has been able to provide the additional equipment and therapy services required by the residents of Nulsen Haven Association.

Perth Ladies Auxiliary	Coles Electrical Contracting
Brunswick Radio Service Club	Margaret River Chocolate Company
Bunbury Radio Service Club	Oceanfast
Waroona Radio Service Club	Dr Lyndon Forbes-Smith
Yarloop Radio Service Club	Globaltech Pty Ltd
PEACH Personnel Employed by Alcoa Charity Help	Ray Jones Tree Removal & Stump Grinding
Perpetual Trustees	McMillan Hairdressers
Appealathon	Trade Winds Hotel
Betts & Betts (Cecil Bros)	Boat Torque Cruises
Edgeforth Printing Services	JD Cain Plumbing
West Australian Symphony Orchestra	Gloucester Ridge Winery
Channel Nine	HPM Industries
Ecucina	Gerry Gibbs Camera House
Buena Vista International	Brian Gardner Motors
Miramax International	David Jones
Robert Duval Foods	Water Boring Specialists Pty Ltd
Swan Brewery	Rydges Perth Hotel
Coca Cola Amatil	BGC Australia
Chalice Bridge Estate	Quarrells Picture Framing
Cadbury Schweppes	Australian Adventure Travel
Perth International Arts Festival	SGIO
Peter Dickson	Scitech Discovery Centre
Opera In The Park	Captain Cook Cruises
West Australian Symphony Orchestra	AQWA
Kardinya Park Shopping Centre	Price Wave Family Hairdressing
Leeuwin Estate	Kath Evans
American Chamber of Commerce	Jason Mazda
Perth Auto Alliance	Tranquil Cabinet Makers
Toni & Guy Hairdressing	Electric City Retravision
Pilbara Tiling	Mr & Mrs Jenkins
All Style Flooring	

In addition, the Association extends their sincere thanks to the following organisations that have funded Nulsen Haven with special purpose grants.

Lotterywest, Gordon Reid Foundation, Community Arts Network,  
Ministry of Housing, Australia Council for the Arts

### Nulsen Haven Foundation

The Nulsen Haven Association extends their sincere thanks to the Foundation, individuals, clubs, businesses and corporations that have generously extended their support throughout 2002/2003.

BGC Australia, Suzette Morris, Perth Ladies Auxiliary, Stan Perron Charitable Trust,  
J & M Phelan, Woodside Energy Ltd, Iris Gamble,  
Mandurah Murray Mayday Club, J P Kousins

# NOTES

## Honour for worker who loves helping the needy



## Friend returns favour







Nulsen Haven

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