

<b><i>Board of Directors’ Ethical Statements</i></b>	<b>2</b>	CanDo4Kids is about highlighting the potential of children instead of focusing on their disabilities.
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<b><i>Chief Executive Officer’s Report</i></b>	<b>7</b>	It is also about ensuring Townsend House can continue its 130 year tradition of providing services to the kids of South Australia who have a sensory impairment.
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**TOWNSEND HOUSE INCORPORATED**

28 King George Avenue, Hove SA 5048  
 Telephone 8298 0900 Facsimile 8377 1933  
 Email: [info@candokids.com.au](mailto:info@candokids.com.au) ABN 29 378 746 905



## Ethical Statements

### **MISSION:**

To provide therapy, recreation, technology, training and support services to children and young adults who have a sensory impairment including being blind/vision impaired, Deaf/hearing impaired or those who have a communication disorder and their families across SA.

To support them to become as independent as possible and to assist young people to have greater access to education and employment so that they can achieve an enhanced quality of life.



*Terry Furness, Assistive Technology Manager, working with a Deaf student at Pasadena High School*

### **OUR VISION:**

“CanDo4Kids-Townsend House will be an organisation that excels and is recognized for a range of support and services to children and young adults with a sensory impairment.

We will help our children, young adults and their families achieve their full personal potential and help them become empowered to make informed choices about their lives.

We will be a positive influence on social policy in our community and be regarded highly as a valued advocate to policy decision makers.

We will be apolitical and respect protocols when dealing with Government Departments and Agencies and always act appropriately and in the best interests of the children that we assist.

We will create cooperative partnerships between ourselves, government, business and other community organizations.

We will engage our children, young adults and their families and industry professionals in regular dialogue to identify and agree future directions of our services.

We will be ethical and transparent in all of our dealings.

We will treat all people with dignity and fairness.”

### **PHILOSOPHY:**

CanDo4Kids – Townsend House aims to be regarded as the Centre of Excellence in the provision of services to children and young adults who have a sensory impairment. We will strive to be the best in whatever activity we undertake within the strategic direction of the organisation.

We believe that all people regardless of Race, Colour, Religious belief, Gender, Sexual Preference and Disability have equal citizenship rights in our global community. We believe that all people have the right to explore their full potential. We believe that we will help to create opportunities for those people who are disadvantaged to realize their potential wherever possible.”



*Fun for under fives*



CanDo4Kids-Townsend House facilitates outcomes for kids who have sensory impairment. It recognises that these young people have the right to the same opportunities as other children. The service continues to grow and staff work untiringly to ensure that the children, youths and their families have access to the services they require. The year has been an extremely busy one, not only with the demands of our core business, but also with income development, strategic planning, the launch of CanDoNet and the continuing progress of the Retirement Village.

It was with sadness that Townsend House farewelled Townsend School at the end of term three this year. Townsend House established Townsend School in the grounds of Townsend House in 1874 and transferred operations of the School to the Education Department in the late 1960's. In line with Education Department philosophy, and to have a more central and accessible location, the school moved to the available campus of Ascot Park Primary School for the commencement of the fourth school term this year.



*Elisa Clune from Early Intervention, being truly 'hands-on' in our new "Babies Group" program*



## TOWNSEND PARK RETIREMENT LIVING

### **THE RETIREMENT VILLAGE**

Stages one and two of the retirement village have been completed and stage three commenced in October this year. Interest in the village has been high with all of stage one units contracted and the majority of stage two.



*The Minister for Education & Children's Services, the Hon Jane Lomax-Smith MP, launching CanDoNet at Parliament House*

### **CANDONET**

CanDoNet was launched at Parliament House in September this year by the Hon Jane Lomax-Smith MP, Minister for Education and Childrens Services, who represented the Premier. An audio-visual presentation was conducted by the General Manager of CanDoNet, Karen May and live entertainment provided by vocalist Declan Lorenzin. Our thanks go to the South Australian Government for sponsoring the launch and supporting the initiative with a grant from Community Benefits SA.

## **PUBLIC RELATIONS**

Under the CanDo4Kids logo, Townsend House has developed an excellent reputation both among the government sector and within the community. The CanDo4Kids trademark has ensured that the community automatically acknowledge that Townsend House provides services to children. It has also facilitated sponsorship and the establishment of beneficial corporate relationships. Public Relations are based on operational guidelines developed in line with the strategic objectives for the organisation.

## **EVENTS**

An interesting series of events have been held during the year. These included Sunday in the Sun, Christmas in July and the Melbourne Cup Luncheon. Unfortunately, because of inclement weather the very popular Musicfest had to be cancelled at the last moment, but it is again on the program of events for 2005. Our thanks to our Events Manager Georgina Robertson for her untiring effort and commitment to ensuring the success of these functions and to the Townsend community for their support.

## **CHIEF EXECUTIVE OFFICER**

Under the strategic management of Chief Executive Officer, Paul Flynn, Townsend House continues to move from strength to strength. Since joining Townsend House in 2001, Paul has brought exceptional knowledge and skill to the organisation, particularly in terms of strategic planning, human resource management, financial expertise and innovation. As a result financial stability, community recognition and support have continued to grow. Services to young people who have sensory impairment, our core business, reflects a model of best practice, which is recognised by other service organisations and also government bodies. The Retirement Village and also CanDoNet, both innovations created by Paul, have become a reality. Under his strategic direction and creative thinking they provide new income streams that will ensure the best possible services by highly qualified and skilled staff to young people who have sensory impairment, their families and caregivers.



*Townsend Park Retirement Village, as seen across the lawns from Townsend House*

Paul has also developed strong relations with other service providers for individuals who have sensory impairment and as a result a Memorandum of Understanding has been signed with the Royal Society for the Blind, the Deaf Society and Blind Welfare Association in relation to how these organisations can work together and ensure the provision of a wide range of services. Paul has also encouraged staff to actively participate in associations such as ACROD the peak body for disabilities, the Australian Blindness Forum, professional associations and ministerial committees. He encourages attendance at conferences and Townsend House will be strongly represented at the South Pacific Educators in Vision Impairment conference in Melbourne in January 2005.



*CEO Paul Flynn watching with interest a "Play & Fun Group"*

Paul has been recognised by staff who have nominated him on two occasions for the Equity Trustees CEO Award for Innovation. On both occasions he has reached the finals, being runner up in 2003. We wish him all the best for his success in the 2004 finals which are to be held at the end of November.

## **STRATEGIC DIRECTION**

Our mission is to be a centre of excellence for children (0-18 years) who are blind or have a vision impairment, deaf or hearing impaired or Deafblind, and their families. We are committed to continuous improvement and quality service and in 2004 the organisation achieved certification at Level One of the Service Excellence Framework. The year has seen growth in childrens and community services, income development, school support, fundraising and staffing. Additionally home based services and community involvement for children, their families and carers that focuses on the development of personal independence and support. Raising community awareness of the work of the organisation is actively pursued.

## **THE BOARD**

The complex nature of CanDo4Kids-Townsend House requires an experienced Board of Directors with expertise in the sensory and disability areas as well as in corporate management and financial planning who are able to work in partnership with the Chief Executive Officer.



*Craig Gordon, CanDoNet Helpdesk team member, gives Board Member Kevin Rooney a demonstration of how JAWS software enables him to navigate the CanDoNet website. Craig has been blind since the age of seven.*

The current Board of Directors is made up of members with expertise in each of these areas and as such is well suited to overseeing the strategic direction of the organisation and its provision of quality services. This year two Board sub-committees have been formed to work with key staff in the areas of Finance and Community Service. We have also instigated the practice of inviting staff members to address the Board regarding their roles and work. This is proving to be a valuable move in terms of facilitating closer involvement with staff and developing a better informed Board of Directors.

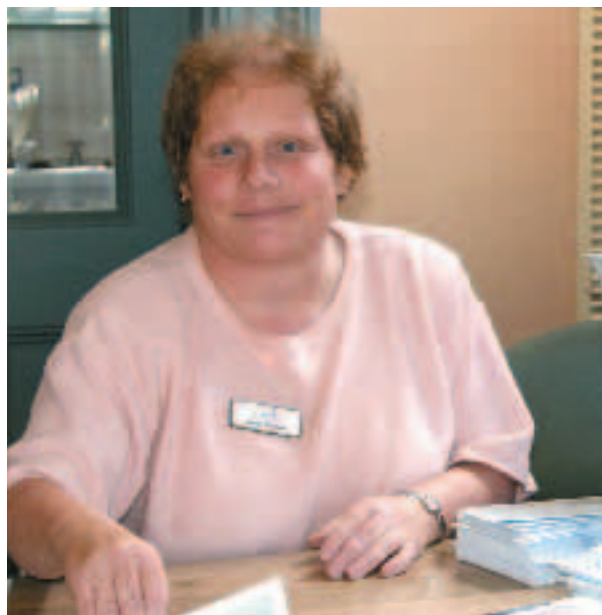
During 2004 Dr Nicola Spurrier, Mr Graham McGeagh and Dr Sonja Latzel were welcomed on to the Board. It was with regret that we accepted the resignation from Mr Dennis Chamberlain who made a significant contribution to CanDo4Kids-Townsend House during his time as a Director and we wish him all the very best in his new venture.

## **STAFF**

Our vision is to be an organisation that excels and is recognised for a range of support services to children and young adults who have sensory impairment and their families. It is through the commitment and professionalism of staff that our vision is being realised. I acknowledge their efforts and congratulate them on their dedication and achievements this year. Two people in particular should be recognised, Claire Cotton, Manager of Community Services and Karen May, General Manager of CanDoNet. Claire for her work in the ongoing development of an excellent service to young people with sensory impairment and their families and her commitment to various committees such as ACROD, the Ministerial Advisory Committee and the Australian Blindness Forum. Karen for her development

of CanDoNet and for achievement in winning the national Enterprise Enabler Award from the Social Enterprise Network.

During the year we farewelled Alex Crawford and Bridgette Anderson. We wish them all the best in their future ventures. We are also sad to hear that Karen Purdie, one of our very skilled Occupational Therapists will be taking leave from the end of the year.



*Jenny Dittmar, a stalwart of our team of volunteers, averages over 15 hours per week in our Lotteries Mail Room. "Thanks Jenny, from all of your friends at Townsend House"*

## **VOLUNTEERS**

Townsend House has a team of wonderful volunteers who give freely of their time to support the organisation. On behalf of the Board of Directors and staff I would like to thank them for their efforts and for their participation in so many of the activities that are part of our day to day work.

## **SPONSORS**

On behalf of the Board I would like to express our sincere thanks to our sponsors and many supporters. We look forward to their continuing interest and support.

*Dr Carolyn Palmer  
Chairman*



## Chief Executive Officer's Report

I am very pleased to present a report on our activities within the South Australian community during the past financial year. CanDo4Kids-Townsend House has been providing services to South Australian children and their families continually for 130 years since 1874. We are proud of the assistance that we provide to the community and are focussed on continuing our valued tradition in this area.

We have evolved into a diverse organisation whose principal focus is the opportunities that we can provide to the children of South Australia who have a sensory disability, however we have tried to take control of the biggest area of risk in the not-for-profit area, that being long term income development. By any standards we have achieved wonderful results this year and all of our Board, Staff, Volunteers and Supporters have a right to feel very proud of the outcomes of CanDo4Kids-Townsend House.

To ensure that we can continue our tradition of service to the South Australian community we have developed income development

activities that are considered entrepreneurial. We believe strongly that to continue our legacy of service to children we need to ensure that our financial position is sound and that when corporate and community citizens support us financially that their funds go to the provision of childrens services as is their intention.

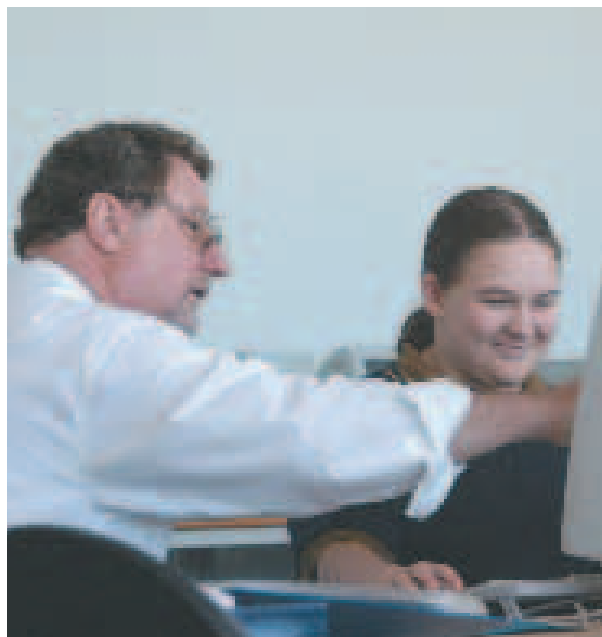
### **CHILDRENS & COMMUNITY SERVICES**

This year we have seen our Childrens Services grow again and have laid down the foundation for further growth into areas of need in the next year.

As an organisation that advocates the use of technology to children with disabilities and their families, we are also ensuring that our staff have access to new technologies in an effort to ensure that there activities in the community are as efficient as possible.



*Having a ball at "Play and Fun Group"*



*In today's technology driven world, being able to use a computer is a vital part of everyday life*

### **SCHOOL SUPPORT**

CanDo4Kids-Townsend House provides technical and therapy support to children who are Deaf/hearing impaired and Blind/vision impaired in a number of schools across metropolitan and regional South Australia.

The number of children we support in schools has risen by 24%, with increases in Occupational Therapy, Assistive Technology and support for children who are Deaf or hearing impaired.

In October 2003, we launched our “Thumbs Up” Program at Risdien Primary School and following its success we conducted programs in a number of schools across South Australia including Port Pirie and the Riverland.

“Thumbs Up” is an 8-week program designed to improve the understanding and communication for a student who is Deaf or hearing impaired in mainstream classrooms. It includes information about Deaf culture, oral and signing techniques and a range of fun activities to promote a positive attitude between peers.



*One of our “Technology Loan Pool” home computer's being put to very good use*

**TECHNOLOGY LOAN POOL**

We actively operate a technology loan pool throughout South Australia for children in families and in schools that cannot afford to purchase capital items of their own. We have a large array of laptop computers, desktop computers, assistive vision devices, and assistive hearing devices distributed around

the state at various locations and frequently respond to calls for help. This year we have also launched an initiative to help our children and their families ‘get connected’ to the World Wide Web by way of individual grants for connection fees, capital items such as desktop computers and modems and also cost of internet subscription via CanDoNet.

**NATIONAL UNIFIED LIFESKILLS MODEL**

An exciting new direction was launched in September 2003 when Guide Dogs Tasmania invited CanDo4Kids-Townsend House to participate in a forum -“Encouraging Cool Choices”, to discuss the scope and range of service models in Australia. In all states, parents and organisations have contributed to information being gathered to support an application for funding of a national program, consistent between the states and one that has well researched models of service, setting high standards for service quality.



*Being taught how to cook in one of our “Independent Living Skills” classes*

The lifeskill model covers services such as Orientation and Mobility, Assistive Technology, Social Skills, Independent Living, Employment, Recreation and is consistent with our mission to support the growth to independence for our clients as they achieve their full potential.

### **CANDO4KIDS FOUNDATION**

Each year we allocate funds to the Foundation for distribution to organisations, children and families to assist with activities that align with our core mission to improve the opportunities for independence for people with sensory disabilities. We are pleased to advise that in 2003/2004 we have provided over \$77,000-00 in grants into the South Australian community for these purposes.

### **PARENT/CARER ACTIVITIES**

Late last year we hosted a BBQ on the grounds of Townsend House for children and their families. This was well attended, with families providing a great deal of

positive feedback to the organisation and in particular to the staff who offer their support throughout the year.

We would like to thank our friends at The Marina, Hindmarsh Island, for again hosting a family boating day in March. This day is particularly enjoyable for our families who get to sail around Goolwa and Lake Alexandrina in a range of luxury boats followed by lunch, relaxation and lots of fun for the kids including face painting. The day is not only fun for the “yachties” and our families, but is also highly successful in offering families the opportunity to network and to meet one another.



*Staff members Terry Furness & Michael Haseloff hard at work at our end of year Parent / Carer BBQ*



*Having a sail and having your face painted all made for a great family day thanks to The Marina Hindmarsh Island*



Over 80 people were invited to join us in May at Ayers House for our annual 'Parents and Carers Retreat'. They enjoyed a superb meal, plus the chance to catch up with other parents and carers and compare notes and issues, followed by a presentation by Psychologist Sandy Litt on "How to Stress Less & Laugh More".

## **CHILDRENS CAMPS**

Last year was busy for camps. We held three in all; two were recreational focussing on developing gross motor skills, confidence and courage, and the other focussing on independent living skills.

In November we held the Aquatics Camp, at Port Vincent. The highlight of which, was seeing a client who was totally blind sail board for around 200 metres on his own. 10 children attended this camp and enjoyed sailing, small boat handling, fishing (one client caught 4 very large snook), sail boarding, and kayaking. The group also participated in life skill activities such as preparing breakfast, lunch and dinner.

In May we held a Cycling Camp at Kuitpo Forest, with the support of the Kidman Park Rotary Club and Forestry SA. Kuitpo Forest offered the children and young adults all the fun of camping in a relatively safe environment but still with diversity and challenging opportunities. Over a very active 3 day period the campers learnt some important independent living skills and with staff, built on their fitness, cycling skills and endurance.

## **INDEPENDENT LIVING SKILLS CAMP**

'Camp Independence' for 2004 was held at the Warradale Urban Camp Site for 7 young people who have vision impairment. This camp is being strongly linked to the individual goals that are designed to increase

the child's independent living skills. Specific tasks were identified for the camp and the participants were given strategies to help them continue the learning process at home.

## **SCHOOL HOLIDAY PROGRAMS**

School holidays remain one of the most effective times for staff to run group programs. This year we have continued with our school holiday activities involving independent living skills and cycling.

## **TERTIARY STUDENTS**

Students from various Universities continue to contribute to the expansion of our services and programs. Again this year we were fortunate to have students who helped with individual clients and staff as well as having two groups develop some valuable resources.

Two such projects are the 'Seeing Play Another Way' toy and information resource kit, and the video "Seeing Past Today", designed to complement our existing paper based publication (Seeing Past Today) to provide support to parents in the initial stages following their child being diagnosed with a vision impairment.



**COFFEE CLUB**

This initiative continued to grow for young people over 16 years of age who get together once a month for a meal and a chat. This program is an opportunity for young members to develop and improve their social skills, etiquette, and independence to access their friends in the community.

**MOVIE CLUB**

Movie Club in the north and south have grown in numbers with up to 20 children accessing the Southern Club at Marion Megaplex and 15 in the north at Salisbury.

**CHILDRENS' WEEK ACTIVITIES**

During Childrens' Week we visited Woodville and Brighton Libraries for children's book reading sessions. We provided interpreting for children who were Deaf and a focus on books of a more tactile nature for children who are vision impaired. Each of the libraries made a special effort to promote the sessions and to inspire a love of reading through a range of activities for the children.

**NEW GROUPS**

"Play and Fun Group" and "Babies Group" are two new additions to our group programs for 2004. Both groups are run at Townsend House and provide additional avenues for parents to receive support from staff and to network with one another.



**DUKE OF EDINBURGH AWARD**

One of our older clients registered for the Duke of Edinburgh Award. This has provided him with an exciting year through participation in a range of training, sport and activities including volunteering to achieve the Service Award requirements.

**RETIREMENT VILLAGE**

As reported previously, the development of Townsend Park Retirement Village has come as a result of the decision by the Department for Education & Childrens Services to relocate the School for Blind & Vision Impaired Children and Kilparrin Teaching and Assessment Centre to a new and modern campus at Ascot Park.



*The security and social ambience of Townsend Park Retirement Village is already being enjoyed*

The Retirement Village profits will all go toward the provision of our childrens services in South Australia and to providing CanDo4Kids with a viable long-term income stream.



*The now vacant site of the former Townsend School*

The development of Stage 1 (Samuel Johnson Close), which has 25 villas, was completed in December 2003 and Stage 2 (Laurence Barkham Court), which has 24 villas, was completed in May 2004. Stage 3 will commence construction in January 2005 and will take approximately 15 months to complete.

The residents of Townsend Park will share the picturesque grounds of Townsend House with CanDo4Kids and we will continue to operate Childrens Services from the heritage listed Townsend building and the adjacent Harold Raymond building.



*Board Member Christine Molitor, Principal of Ashby Molitor Executive who are keen subscribers of CanDoNet*

## **CANDONET**

CanDoNet is Australia's first Internet Service Provider that is wholly owned by a community organisation. We have developed CanDoNet with the support of a grant from Community Benefits SA, Hotel Care and our own funds with the support of development partners:

- eWare Asia
- Legion Internet
- CDAA
- Auswine
- Blu Tulip
- Docunet

The business has been developed on a wholesale model, which gives us the opportunity to resell to other community and not-for-profit organisations. We are very happy with the current status of the business and have so far launched three wholesale partners:

- powerstatenet.com.au
- auslanNet.com.au
- bigpaddock.com.au

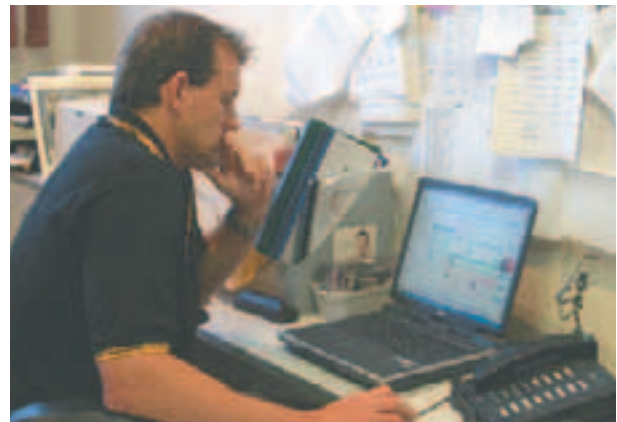
These Virtual Internet Providers (vISP's) are all retailing their brand using the CanDoNet infrastructure and services on a wholesale basis.

The services that CanDoNet and our partner vISP's offer range from:

- Dial up Internet connections;
- Broadband Internet connections
- Domain registration;
- Domain hosting;
- Web site hosting;
- Email hosting;
- Graphic & Web site design
- Networking;
- Web security consulting.

We have several other wholesale partners at various stages of development, which will be launched in early 2005.

This is a very exciting, long-term income development project which also has major benefits for other not-for-profit groups.



*Darren Chandler, CEO of the Glenelg Football Club, another business that chose CanDoNet as their Internet Service Provider*

## **QUALITY ASSURANCE**

As part of our commitment to continuous improvement and quality, we submitted the organisation to a rigorous process to achieve certification against the Service Excellence Framework initiated by the Government of South Australia. We achieved the highest level of certification available at that time and are proud to be able to state that:

“CanDo4Kids-Townsend House is an independently validated organisation at Level One (bronze) of the Service Excellence Framework – a quality and continuous improvement program shared by the Department for Families & Communities and the Department of Health. CanDo4Kids-Townsend House is recognised for its efforts in building better governance for its organisation through improved customer focussed services and accountable systems and processes.”

## FUNDRAISING

Obviously our ability to continue our valuable work relies on our ability to generate revenue. We break our revenue generation up into the following areas

## EVENTS

We had quite a successful year in fundraising events, which culminated in our annual Invitation Day in April. Our MusicFest, which we normally hold in February, had to be cancelled at the last minute this year due to heavy un-seasonal rain. This unfortunately had a significant detrimental effect on our overall event income. Some of our popular annual events include the Melbourne Cup Luncheon, Sunday in the Sun and Christmas in July, all of which proved to be very successful.

We have a policy that our events should be a lot of fun and we like to 'put the fun back into fundraising'.



*Guests at 'Invitation Day' were privileged to hear the highly acclaimed tenor tones of former Townsend School student Declan Lorenzin. Declan is currently studying Honours at the Elder School of Music, Adelaide University*



*Our ever-so-popular Patron, the Governor of South Australia, Her Excellency Marjorie Jackson-Nelson, AC, CVO, MBE, helping to fish for coins in the Townsend House fountain at our 'Invitation Day'*



*Merry revellers enjoying 'Christmas in July' at the Feathers Hotel at Burnside*



*These 'Baby Boomers' sure rocked their socks off to the sounds of the seven piece "Boomers" at Sunday in the Sun. This BYO fun day is held on the Sunday prior to Invitation Day*



*The glamour of our very popular Melbourne Cup Luncheon. Once again we thank mine hosts Jack & Irene Psellos*

**BEQUESTS**

We are very fortunate to have quite a few long-term supporters who have not only helped us during their lives, but also when they have passed on. This year we were the recipients of several significant bequests from benevolent South Australians who valued the ongoing work that we do and trusted us to continue that work in memory of them.

One of the benefits of working so diligently on our financial stability for the long term is that people feel that the bequest they make to CanDo4Kids-Townsend House will be used for the purpose with which it was made. We believe it is vital to respect the intentions of our supporter's legacy.

**CORPORATE SUPPORT**

We have developed relationships with a number of outstanding corporate supporters and we attempt to ensure that their support is continually recognised. We have developed a number of methods of achieving this, from acknowledgement on all emails sent from CanDo4Kids to identifying them on the back cover of this Report.

These organisations should feel very proud of the contribution that they make to the South Australian community.



*Enjoying 'Sunday in the Sun' with family and friends, was the events major sponsor, Antimo Spagnuolo (second from left) Dealer Principal of Cornes Toyota*

**LOTTERIES & DONATIONS**

This was an extremely successful year for our Call Centre operations. We are proud to say that we achieved a record 44% return on investment from our activities and this sustains our pledge that all funds donated to CanDo4Kids will go directly into our childrens services. We regularly send newsletters out to lottery buyers and donors to give them stories and pictures of the impact of the support that is shown to us. As a proud member of Charity Direct Inc we adhere to very strict ethical fundraising standards.

**VOLUNTEERS**

Not-for-profit organisations rely heavily on the support of regular volunteers. Research shows that over \$4.5 billion dollars worth of community work is invested into the South Australian economy each year by volunteers. We have many regular helpers who give freely of their time in all areas of the organisation. We make every endeavour to ensure that our energetic volunteers feel part of the team. Their contribution to the childrens lives is extremely valuable.



*Our Award Winning Garden is a living tribute to our hard working maintenance staff and our volunteers. Pictured are volunteers Allan Nokes & Ash Hitches*



*The Governor of South Australia with the official party on the steps of Townsend House, Invitation Day 2004*

**BOARD**

CanDo4Kids-Townsend House is fortunate to have one of the most talented and experienced Boards in the not-for-profit sector. We have leading industry experts in all areas of childrens sensory disability, and business management, and the community should feel very comfortable that the stewardship of this wonderful organisation rests with this hard working group.

**STAFF**

We have a magnificent group of committed staff that strive very hard to ensure we continue to meet our target of childrens services and support. I am ably supported by an enthusiastic management team and would like to acknowledge their efforts and that of all of our staff in the outcomes that we have achieved this year.

I would like to make mention of Claire Cotton who leads our Community Services team. Claire has done a great job over the past few years to develop our services to be the envy of service providers across the state. Claire is a highly respected member of the Services Sector and her opinion is much sought after and valued by various sectors within the community.

I would also like to acknowledge Karen May. As the General Manager of CanDoNet, she has developed a ground breaking and award winning business. This year Karen was acknowledged by winning the national 'Enterprise Enabler Award' from the Social Enterprise Network. This prize is awarded to the individual that had contributed the most to community development activities across Australia in 2003/2004.

## **PROFESSIONAL DEVELOPMENT**

Professional development has been a focus for our staff this year, with a number having undertaken training in the areas of their specialisations. We arranged a visit from one such specialist in Early Intervention – Vision Impairment, Aynesley Kingstone from Western Australia. In addition to a range of training, Aynesley inspired the development of a number of tactile books for very young children who are blind or who have severe vision impairment.

## **STAFF REPRESENTATION ON COMMITTEES**

Member of ACROD State Committee.

Member of Volunteer Ministerial Advisory Group (VMAG).

Chair of VMAG Legislation & Communication Committee.

Chair Charity Direct Incorporated.

Member of Ministerial Advisory Committee for Education for Children with Disabilities (MAC).

Disability Services Working Party  
Development of Behaviour Management  
Standards for Disability Service Providers.

Chair – MAC Task Group's – Social Inclusion  
School Support Officer – Training

ACROD Representative to Disability Services  
Office – Health Support Advisory Group and  
Working Party

Service Excellence Framework –  
Joint Advisory Committee

Member - Blind Athletics Association  
Management Committee

Secretary – Holdfast Bay  
Chamber of Commerce

## **FINANCES**

CanDo4Kids-Townsend House has placed itself in a very strong financial position to embrace the future demand for childrens services in our community. Settlements from part of the first stage of the Retirement Village have positively impacted on our performance this year and we have declared a surplus before non-cash expenses of \$2.636 million. This constitutes a surplus of \$2.887 million after add backs for non operating expenses. We are forecasting a slightly better result than this in the 2004/2005 financial year.

These funds will form part of our investment portfolio whose returns will pay for expansion of our childrens services.

## **SUMMARY**

It is with much satisfaction that I commend this Report to you. Over the past four years the Board, Staff and Volunteers have set challenges to not only meet the growing demand for our services, but also to establish a firm financial base.

We have charged ourselves to add value to the legacy of 130 years of service to the South Australian community and create a springboard that will drive the organisation into the future.

We believe that if you are going to work at something, you might as well work hard at it and get it right. Remember CanDo4Kids!

*Paul Flynn*  
*Chief Executive Officer*



**DR CAROLYN PALMER**  
**Chairman**  
Phd., TC, Dip T (Primary) B. Ed, B. Spec Ed.,  
M. Spec Ed, M. Ed Management, MACE.  
Senior Lecturer - School of Education,  
Flinders University  
Director of studies of the Doctorate  
of Education, Flinders University



**MR MICHAEL WALL**  
**Treasurer**  
**Chair-Board**  
**Finance Committee**  
FCA, B.Ec, MBA  
Director - Norwood Accountants



**DR NICOLA SPURRIER**  
**Board Member**  
MBBS, PhD, Dip Epidemiology FRACP,  
FAFPHM  
Consultant Paediatrician and Lecturer  
Dept of Paediatrics and Child Health  
at Flinders Medical Centre and Flinders  
University



**DR THERESA CASEY**  
**Board Member**  
MBBS, GDPH, FRANZCO  
Administrator and Consultant Ophthalmic  
Surgeon - Women's & Childrens Hospital



**MS CHRISTINE MOLITOR**  
**Board Member**  
BA (Psych/Geog, MBA, MAICD MAHRI)  
Principal Ashby Molitor Executive



**MR GRAHAM McGEAGH**  
**Board Member**  
BA VA, MBA (ADEL)  
CEO - Duncan Basheer Hannon  
Solicitors



**MR PAUL FLYNN**  
**Chief Executive Officer**  
Dip Fin Mkts (SIA), Grad Cert Mgmt (UA),  
FSIA, FAIBF, MAICD



**MR JIM DOUGLAS**  
**Deputy Chairman**  
LSCL. Notary Public  
Partner - Caldicott & Co. Solicitors



**MR ROBERT COOPER**  
**Board Member**  
Dip App Chem, AFAHRI, MAITD, MAACC,  
MIMCA.  
Chair - Business Enterprise Centres SA  
Practice Manager HR Consulting -  
Hudsons



**MS KATE MALONEY**  
**Secretary**  
B.Bus (Int'l) (USA)  
Head of Markets Ernst & Young



**MR KEVIN ROONEY**  
**Board Member**  
B.Sc (Optometry) L.O.Sc  
Grad Cert BA (Latrobe)  
Member Optometrists Association  
of Australia  
Member Contact Lens Society of Australia  
Fellow of the Victorian College  
of Optometrists  
Board Member (SPELD) (SA)



**MR NOEL CLIFFORD**  
**Board Member**  
B COM, M Ec, FCA  
Partner Edwards Marshall & Co



**ASSOC. PROFESSOR  
LINNETT SANCHEZ**  
**Board Member**  
**Chair-Board**  
**Community Services Committee**  
BA (Hons); B.Sp. Thy; M.Sc.  
Associate Professor of Audiology  
Flinders University



**DR SONJA LATZEL**  
**Board Member**  
MBBA, FRACS  
Visiting Medical Specialist Dept of  
Otolaryngology, Head of Neck Surgery  
Womens & Childrens Hospital



**MS ALICE MORRISSY**  
**Minute Secretary**

30th June 2004

The following abridged financial statements contain an audited Balance Sheet and Statement of Income and expenditure for the year end 30th June 2004. A copy of the full Financial Statements can be obtained upon application to the Chief Executive Officer of CanDo4Kids-Townsend House Inc.

The Statement of Income and Expenditure shows a surplus of \$2,636,762-00. However, we are very pleased to declare a surplus before non-operating expenses and adjustments of \$2,887,587-00. Our non-operating expenses and adjustments include depreciation of \$188,922-00 and an increase in provision for staff leave of \$61,903-00. The Townsend Park Development has contributed \$2,575,155-00 this financial year and is forecast to contribute slightly better results in 2004/2005.

I am delighted to be able to present this result to our members and supporters. The organisation has enhanced its strong capital base by diligently utilising our assets for improved return. We have ensured that we have sufficient earning capacity to grow the valuable childrens services that we provide on a charitable basis for the benefit of the South Australian community for the long term.

*Michael Wall*  
*Treasurer*

# Statement of Financial Performance

for the year ended 30th June 2004

	<b>2004</b>	<b>2003</b>
	<b>\$</b>	<b>\$</b>
<b>REVENUE</b>		
<b>Government</b>		
State Disability Service Office Subsidy	177,267	171,417
Commonwealth Special Education Recurrent Grant	149,938	141,211
Community Benefit SA	50,000	50,000
SPARC Funding	–	473
DETE Funding – Coffee Morning	290	210
Parenting SA Funding	–	701
DSO – Capital Funding	–	7,525
Premier's Grant	–	1,500
Office for Recreation and Sport	1,880	3,000
MESS Grant	92,166	–
MAC Sitting Fees	1,120	–
CEO – VMAG attendance fee	1,820	–
Grant – Department of Premier and Cabinet	10,000	–
<b>Other</b>		
Cottage Rental	–	55,106
Department of Education, Training & Development	267,767	343,521
Profit on disposal of assets	18,838	–
Profit on sale of shares	6,152	–
Crippled Children's Association	–	65,133
Commissions and Contracts	3,885	2,963
Donated Equipment	–	4,500
Interest Income	42,491	28,151
Dividends	15,645	2,855
Legacies and Bequests	188,787	14,825
Trust Income	94,930	39,187
Sundry Income	8,382	58,603
Special Events	52,910	91,970
Community Groups	17,859	37,487
Fundraising	922,062	739,357
Donations	270,077	269,425
Donations – In Kind	30,850	1,373
Corporate Sponsorship	6,843	14,484
Development Profit	2,575,155	–
Townsend Park	45,693	–
<b>Total Revenue</b>	<b>5,052,806</b>	<b>2,144,975</b>

# Statement of Financial Performance

for the year ended 30th June 2004

## **SURPLUS FROM ORDINARY ACTIVITIES**

Surplus from ordinary activities before income tax expense has been determined after:

<b>EXPENSES</b>	<b>2004</b>	<b>2003</b>
	<b>\$</b>	<b>\$</b>
Administration costs	373,746	356,650
Assistive technology	759	1,168
Children's entertainment and amenities	83,557	53,362
Invitation Day	12,132	5,326
Lottery prizes	122,709	111,367
Motor vehicle costs	57,092	70,949
Loss on disposal of assets	–	139,546
Loss on share disposal	–	29,313
Property costs	39,393	28,737
Special events	41,551	54,758
Depreciation	188,922	195,406
Loss on Revaluation of School	–	25,388
Staff Costs	1,450,490	1,239,911
Townsend Park	45,693	–
	<hr/>	<hr/>
	2,416,044	2,311,881
	<hr/>	<hr/>
<b>Surplus from Ordinary Activities</b>	<b>2,636,762</b>	<b>(166,906)</b>
	<hr/> <hr/>	<hr/> <hr/>

# Statement of Financial Position

for the year ended 30th June 2004

	<b>2004</b>	<b>2003</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT ASSETS</b>		
Cash assets	178,327	4,011
Receivables	483,020	132,692
Investments	13,659	107,757
	<hr/>	<hr/>
<b>Total Current Assets</b>	675,006	244,460
	<hr/>	<hr/>
<b>NON CURRENT ASSETS</b>		
Property, plant and equipment	16,129,711	3,608,755
Investments	476,933	291,693
	<hr/>	<hr/>
<b>Total Non Current Assets</b>	16,606,644	3,900,448
	<hr/>	<hr/>
<b>TOTAL ASSETS</b>	17,281,650	4,144,908
	<hr/>	<hr/>
<b>CURRENT LIABILITIES</b>		
Payables	203,312	91,021
Interest bearing liabilities	161,902	247,646
Provisions	170,523	123,716
	<hr/>	<hr/>
<b>Total Current Liabilities</b>	535,737	462,383
	<hr/>	<hr/>
<b>NON CURRENT LIABILITIES</b>		
Interest bearing liabilities	1,878,571	1,205,447
Non-interest bearing liabilities	9,725,293	-
Government loan	28,000	28,000
Provisions	28,507	10,608
	<hr/>	<hr/>
<b>Total Non Current Liabilities</b>	11,660,371	1,244,055
	<hr/>	<hr/>
<b>TOTAL LIABILITIES</b>	12,196,108	1,706,438
	<hr/>	<hr/>
<b>NET ASSETS</b>	5,085,542	2,438,470
	<hr/>	<hr/>
<b>EQUITY</b>		
Asset Realisation Reserve	1,615,918	1,615,918
Investments Reserve	368,014	357,704
Retained Earnings	3,101,610	464,848
	<hr/>	<hr/>
<b>TOTAL EQUITY</b>	5,085,542	2,438,470
	<hr/>	<hr/>

A Member Firm of PKF International

**INDEPENDENT AUDIT REPORT  
TO THE MEMBERS OF  
TOWNSEND HOUSE INCORPORATED**

**PKF**

Chartered Accountants  
& Business Advisors

ABN 21 903 784 597

1st Floor  
44 Greenhill Road  
Wayville  
South Australia 5034  
GPO Box 2505  
Adelaide SA 5001

Tel: 618 8373 2070  
Fax: 618 8373 2087  
www.pkf.com.au

**SCOPE**

We have audited the attached special purpose financial report of Townsend House Incorporated, comprising the Statement by the Board of Management, the Statement of Financial Performance, the Statement of Financial Position, the Statement of Cash Flows and Notes to the Financial Statements for the year ended 30 June 2004. The Board is responsible for the preparation and presentation of the financial report and the information they contain. We have conducted an independent audit of the financial report in order to express an opinion on them to the members of Townsend House Incorporated.

Our audit had been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to 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 as to whether, in all material respects, the financial report presents fairly in accordance with Australian Accounting Standards, the Associations Incorporation Act (SA) 1985 and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) so as to present a view of Townsend House Incorporated which is consistent with our understanding of its financial position, the results of its operations and cash flows.

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

**QUALIFICATION**

It is not practical for the organisation to establish accounting control over sources of revenue prior to their receipt. Consequently, audit procedures undertaken, have only provided evidence to enable an opinion to be formed, on the accounting treatment of revenues, once they have been receipted.

**AUDIT OPINION**

In our opinion, subject to the matter referred to in the preceding paragraph, the financial report presents fairly in accordance with Australian Accounting Standards, the Associations Incorporation Act (SA) 1985 and other mandatory professional reporting requirements, the financial position of Townsend House Incorporated as at 30 June 2004, and the results of its operations and cash flows for the year then ended.

  
PKF

Chartered Accountants



**P J WHELAN**  
Partner

Signed at Adelaide this 20<sup>th</sup> day of October 2004

A South Australian Partnership

# Major Sponsors



Adelaide Bank Staff  
Charitable Foundation



Bank SA Charitable  
Golf Day Committee



Bank SA Staff +  
Charity Foundation

*Jim Stain's*



Bombay Bicycle Club

Booze Brothers Staff  
Charitable Fund



Carbine Club of  
South Australia

Docunet

eWare Asia

Johnson Winter Slattery

Legion Internet

Liquor Industry Charity  
Golf Day Committee

JACOB'S CREEK

McDonalds Family  
Restaurants

Santos

Springfield Ladies  
Tennis Club



Thyne-Reid Trust

2004

127th Annual Report



# Ways you can support the Children of South Australia



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Tel. 1300 886 640  
[www.candonet.com.au](http://www.candonet.com.au)



Ph 8298 0944

Bequests & Legacies      Tel: 8298 0933

Lotteries & Donations      Tel: 8298 0915

Events & Sponsorship      Tel: 8298 0930

[www.cando4kids.com.au](http://www.cando4kids.com.au)

## Supporters

Australian Coffee Company  
BDO Business Advisors &  
Accountants  
BL Shipway Pty Ltd  
CDAA  
Esplanade Hotel Social and  
Sports Club  
FinCats – Findon High School  
Foodland – Hove  
Frank and Hilda Perry Trust  
Grange Golf Club Ladies Sub  
Committee  
Institute of Chartered  
Accountants Australia  
Lions International  
Maid of Auckland Hotel  
Messenger Newspapers  
Owen Sound Service  
Powerstate Credit Union  
Salisbury Stitchers Inc.  
Subsonix Dragonboat Club  
The Marina Hindmarsh Island  
Thespian Social Club  
Wallis Cinema, Mount Barker  
Wavals Party Hire

## Acknowledgements

88.7 Coast FM Community Radio  
Alpine Constructions  
Apex  
Arthritis SA  
Australian Wine Centre

## Acknowledgements cont.

Baked Potatoes by O'Loughlin's  
Blu Tulip  
Charlesworth Nuts  
Coca Cola Amatil  
Community Information Strategies Aust  
Credit Union Christmas Pageant  
Dairy Farmers  
David Jones Marion  
Deaf SA  
Duncan Basheer Hannon (Solicitors)  
Equity One  
Feathers Hotel  
Fresh FM 92.7  
Glenelg Football Club  
Glenelg Kiwanis  
Haigh's Chocolates  
Hardy Milazzo  
Holdfast Bay Chamber of Commerce  
Life FM  
Lighthouse Public Relations  
Milton Advertising  
NewLease  
One and All  
Paraplegic and Quadriplegic Assoc  
Premier Software  
Radio Rentals  
Rotary Club of Adelaide  
Rotary Club of Kidman Park  
Royal Adelaide Show  
Scampi's on the Beach  
Spastic Centres of South Australia  
Squiers Sales & Service  
St John Ambulance Marion Division  
Tonsley Crash Repairs  
Tradebart  
United Water  
United Way  
Village Care  
Windmill Performing Arts &  
Mainstreet Theatre