



Spinal Cord Injuries Australia

Annual Report 2019-20



**Support Today.
Independence Tomorrow.**



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About Us

Spinal Cord Injuries Australia (SCIA) is a for-purpose organisation working for people with spinal cord injury (SCI) and other neurological conditions. Individuals with SCI and similar disabilities use our community-based services to overcome barriers, enhance their independence, achieve their goals and live fulfilling personal and professional lives.

Cover photo by Phat Ngo

President's Message



The Financial year of 2019/20 was a year of back to back events that had the capacity to adversely affect our members, either directly or vicariously, and also impact the viability and finances of our organisation.

It was a financial year that began with the country having been in severe drought for many years, and continued with horrendous bushfires which burnt an estimated 186,000 square kilometres of land and destroyed over 5,900 buildings (including 2,779 homes). To finish the year the world was engulfed and brought largely to a standstill by the impact of the COVID-19 virus.

We're hopeful that our members and clients were fortunate enough to be unscathed by these events, but if not, our thoughts are with you and we hope you felt able to reach out to SCIA for advice and support.

Fortunately, and despite these events, the financial year saw SCIA:

- honoured to be the sole beneficiary of funds raised at the NSW Racehorse Owners Association annual awards night,
- the first Be a Hero fundraising campaign raised an outstanding \$51,210,
- launch our second CHOICES home in Perth, Western Australia,
- take ownership of a bequeathed property in Dalyellup, Western Australia, after the sadly premature death of our generous benefactor,
- negotiate a partnership arrangement with care provider HireUp. Our ultimate goal is to consider ways to improve the quality of care provided to members of the SCI community,
- and begin negotiations for the sale of a home in Belmore that was passed to us by the St George Association. It was deemed by the Board that realising this home's value for other projects was a more viable option for SCIA than taking on a necessary site renovation or redevelopment.

Along with the rest of the country, we locked down in March as we took on COVID-19 precautions and policies. Office staff began practising a combination of social distancing and working from home, while our popular Peer & Family Support and NeuroMoves programs donned PPE and embraced Telehealth as an alternative means of delivering services. Many of these practices have been retained through the return to work process.

Finally, a word about our membership. We are a growing organisation with a membership that increased by 12% during the 2019/20 Financial year. We currently have 1.7 male members for every one female member, and approximately one third of our members are paraplegic. A further one quarter of our total are quadriplegic. The balance of those we welcome are individuals affected by stroke, cerebral palsy, other neurological conditions and the family members and supporters of us all.

In the year ahead you may wish to consider offering your time and skills as a Director on the Board, or perhaps you have in mind someone you feel would be a suitable candidate.

I would also like to take this opportunity to thank our Board, Management and Staff for their support and resilience during these past few months, as we continue to place the wellbeing and care of our clients and members at the forefront of everything we do at Spinal Cord Injuries Australia.

Take care.

President Christine Tink

Message from CEO and Chairman



Dianne Lucas
CEO

It has been a busy year for SCIA with the development of the organisations three year strategy from 2020 to 2022. This strategy was developed after extensive consultation and analysis and was formally signed off for implementation from January 2020. The strategy provides a clear purpose for the organisation "to create a world where people with spinal and neuro conditions and their loved one thrive". The key themes and outcomes for the three year strategy is detailed on the following page. The strategy supports both our client and member services as well as our organisational enablers so we can support our staff, have the best technology and processes and create spaces where clients, members and staff are able to thrive. We also know our strengths and capabilities and will partner with other organisations who are values aligned and have strengths in areas which will support our clients and members to thrive.

Throughout the year we have focussed on enhancing our governance and risk policies and processes. We have re-established our Work Health and Safety and Risk Management system which has seen enhanced reporting and risk management processes being adopted across the whole organisation. Comprehensive financial reporting and analysis tools were developed and implemented and new policies and procedures were adopted to ensure we have the best decision making and governance tools to deliver on our new purpose. A new Clinical Governance Framework has been approved (further details on this framework are detailed in this report) and we have also developed our first SCIA Research Framework. This means we will ensure our clinically based services are operating with best practice governance



Michael Rabbitt
Chairman

and that the organisation is supporting and encouraging translational research which will assist our members and clients to thrive as well as ensuring our services are using evidence based practices.

We have also commenced the establishment of a number of partnerships with values aligned organisations which have strengths in areas which will further support our clients and members. A full list of our partners is on pages 23. We would like to take this opportunity to thank our partners for working alongside us to assist in supporting people with spinal and neuro conditions.

Finally, as we all know COVID-19 had a big impact on everyone, and as a result we implemented a number of additional risk management, governance and support processes which has seen all services continuing to operate and in some cases expand. It was vitally important for us to see that our members, clients and staff were safe and supported. Further details on how we have worked over this period are detailed in this Report. We are proud of how our organisation, staff and Board have continued to remain focused on our purpose and again we would like to take this opportunity to thank them for being so dedicated and genuine in their concern and desire to keep our members and clients safe, supported and connected. We all know this journey is continuing and we are confident we have built a strong foundation to continue our services and connection to our clients and members.

We hope you enjoy reading this Report and gain an insight into the significant achievements that have occurred throughout the 2019/20 financial year.

Our Strategy

Purpose

To create a world where people with spinal/neuro conditions and their loved ones thrive

Deliver a better today



Freedom to choose

We will be the most trusted partner to support clients to achieve their goals and make the most of their money in their NDIS plan.



A place to call home

Smoothen clients transition from the hospital to the home.



Meaningful Work

Deliver flexible services that employ & connect people with a spinal/ neuro condition.



Care for my Wellbeing

Be recognised as the most innovative exercise therapy service.

Build a better Tomorrow



Create an inclusive future

Be the peak body for people with SCI in Australia, advocating for an inclusive world.



Pioneer the evidence

Build and share the collective SCI wisdom to protect, support and guide our members and clients.



Enablers

Smart Tech & Data

We will equip our people with the right tools and information to deliver flawless service.

Compassionate Talent

We are on a mission to enhance our peoples capability, to match their can do attitudes.

Collaborative Partnerships

We can't do it alone and will partner with those who have both the technical chops and collaborative mindset.

Our Spaces

We will create welcoming spaces for our people, partners and clients to thrive in.



Our Staff

In a year like no other, our staff have proven that they are our greatest asset. SCIA Staff have risen to the challenges that 2019/2020 has presented. In our annual staff survey the area of Our Customers received the highest score – with 90% of our staff having a positive perception about the quality of service that they provide to our clients. Their commitment to our clients was illustrated during the height of the COVID-19 pandemic, with staff working collaboratively and quickly to transition service delivery from face to face to virtual platforms.

The overall level of staff engagement was 73%, which is the measure of how positively people feel about working at SCIA, which is 5% above other organisations in the Community Services sector. The key focus for 2019/2020 has been streamlining processes to ensure that they support the 3 year strategy as well as creating new practices to keep staff safe as they transitioned to a new way of working. It is imperative that our staff feel valued and supported by SCIA through these changes and that they are provided with the right working environment for success.

Three areas where SCIA staff are most satisfied



Our Members

We welcomed an additional 285 members with a total membership of 2587, our highest ever, with the majority having a physical or neurological disability, mostly a spinal cord injury.

Other members include friends, family or carers of people with a disability and professionals working in the disability sector and allied health professionals such as social workers, occupational therapists and physiotherapists.

Our priority and aim is to support our membership and the year saw us conduct member surveys to understand what was of importance.

This work was redirected with the onset of the COVID-19 pandemic. A recurring survey was offered to our membership to understand their journey through COVID and how we could support our members through this extraordinary time. The feedback resulted in the introduction of virtual events which allowed members to participate regardless of their location, targeted communications and support material via our website. The past year has certainly delivered many challenges, and we will continue to support our membership through these times.

It was with great sadness that we lost two Life members this year, Trevor Annetts and Dr Mark Bagshaw.

Mark was the Chairman of AQA from 1987 – 1992, an advocate of change for people with disability – especially in the areas of employment and accessibility.

Trevor was one of the founding members of the Australian Quadriplegic Association (AQA), now known as SCIA. A fierce advocate for disability rights in the community, without Trevor we wouldn't have the organisation that we do today.

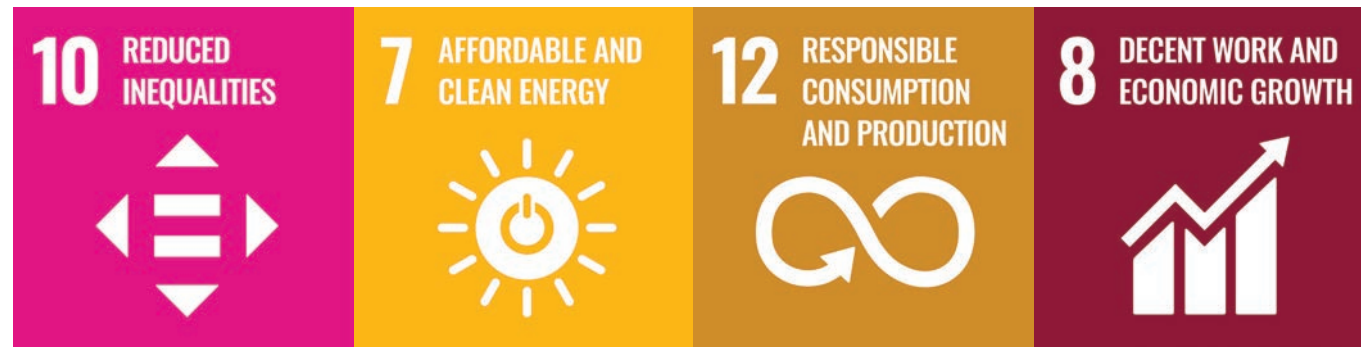


Mr Trevor Annetts, founding member of the Australian Quadriplegic Association.



Dr Mark Bagshaw, Chairman of AQA from 1987 – 1992.

Our Footprint



Launching SCIA's Social Impact Statement

SCIA recognizes that we have a social responsibility, not just to the individuals we serve but to the communities in which we live. Underpinned by the United Nations Sustainable Development Goals (SDG's) SCIA has developed its first Social Impact Statement due to launch in November 2020. The statement is our commitment in building a sustainable future for all.

SDG 10, Reduced Inequalities

Reconciliation

Reconciliation Australia says "reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, for the benefit of all Australians". SCIA will commit to explore a vision for reconciliation by registering with Reconciliation Australia to develop a *Reflect Reconciliation Action Plan* and explore a vision for reconciliation.

Diversity

In addition to being a proud Disabled Peoples Organisation SCIA will explore and promote diversity in all its forms and increase engagement with culturally diverse and LGBTI communities.

SDG 7 & 12, Affordable Clean Energy and Responsible Consumption and Production

By identifying and implementing environmentally sustainable work practices and embedding them into our everyday SCIA will reduce consumption and waste and promote efficient resource use across all sites.

SDG 8, Decent Work and Economic Growth

Flexibility

SCIA promotes flexible work practices that recognise the unique circumstances of individuals within our workforce and promotes greater opportunities for all people.

Emergency Preparedness

SDG 8 recognises the need to invest in community-led resilience. By supporting our members and clients to prepare for emergency situations, SCIA aims to reduce their impact.

Strategic Programs

Our Strategic Programs team is a new addition to SCIA, charged with delivering key strategic initiatives and developing an organisational delivery model to support the implementation of our 3-year strategic plan.

We instituted a Program Board structure to oversee the implementation of the projects outlined in our strategy, and projects across SCIA more broadly. This governance helps SCIA manage risks and issues, and enhance our delivery capability.

We developed a Project Delivery Framework to better support Project Managers and overall delivery, giving us better control of our projects.

We implemented Wrike, a cloud-based project management tool that will enhance our capacity to effectively manage and deliver projects across the organisation. The tool also provides SCIA leadership with a real time view of all projects during the delivery lifecycle.

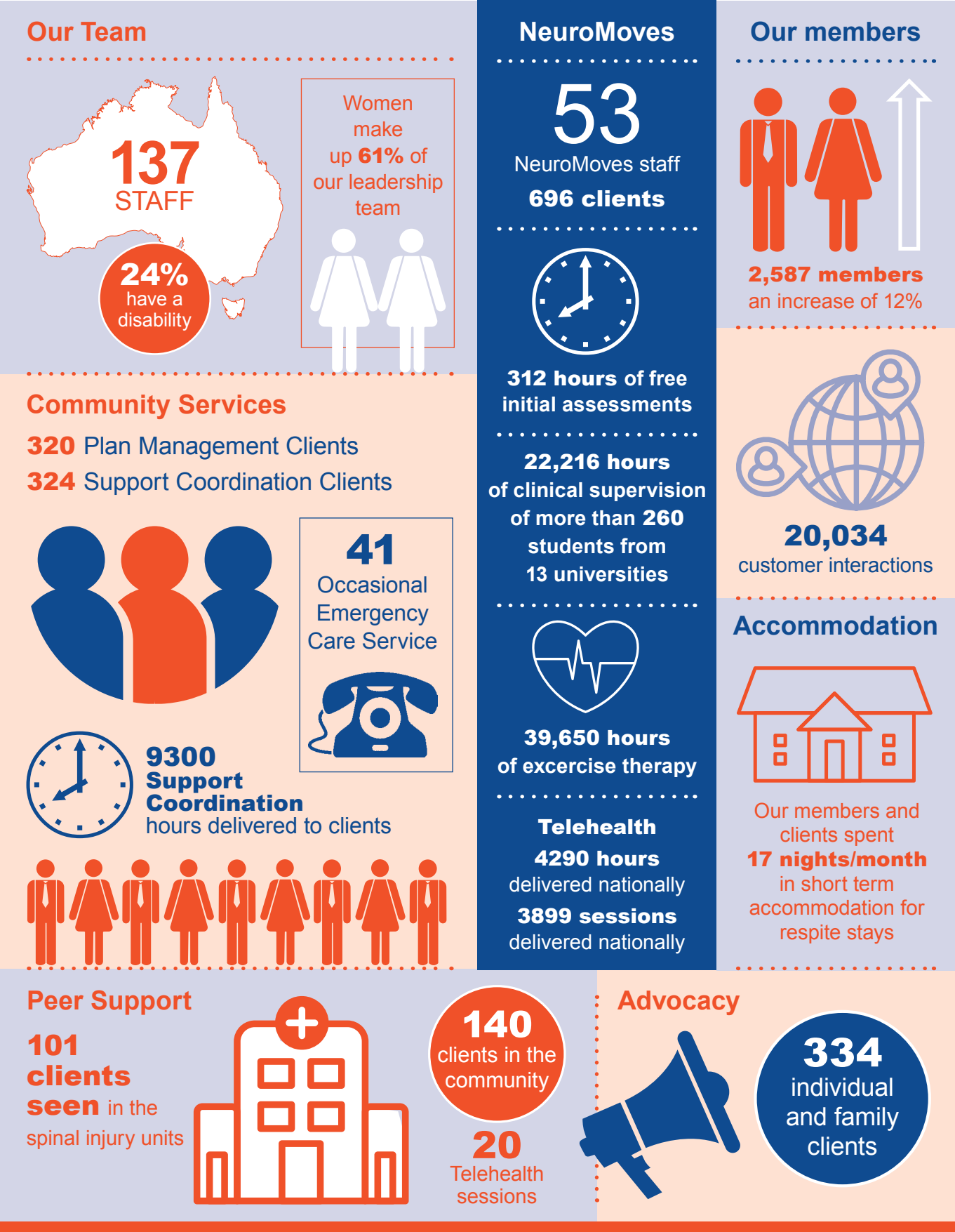
We provided project management support and oversight of a number of key projects:

- **Transition to Cloud** – we transitioned SCIA's IT infrastructure to a cloud-based arrangement, leveraging the capabilities of the Microsoft environment to enhance the way we work. This was particularly valuable during COVID, allowing our IT infrastructure to transition quite quickly to remote working.
- **New IT support partner** – Cubesys was appointed as our new IT provider, helping refine the efficiency of our IT infrastructure and position us for future expansion of our services.
- **Upgraded Finance System** – implemented a new finance system, Wiise, as part of our broader Business Enterprise System (BES).
- **Asset Management** - a full review of SCIA assets and the development of an Asset Plan has laid the foundations for a planned approach in all SCIA Property Management Activities



We developed a Project Delivery Framework to better support Project Managers and overall delivery, giving us better control of our projects.

Selected Highlights of the Year



Programs & Services Highlights

Employment

Our priority for the year was to build on the strong foundations we had put in place for our Employment Service, with special focus on further developing key employer partnerships and continuing to increase our pool of job ready candidates.

In addition to maintaining our strong ties with NSW Government's Maritime Services, through candidate placement into their Product Services, we secured sole supplier status for staffing in a pioneering road safety contract delivered on behalf of NSW Transport. Throughout the year we have been able to place six candidates, all people living with physical disability into this Image Review Team. We have worked closely together with the employer Acusensus to ensure each employee has been able to successfully perform their jobs whilst working from home. During this challenging COVID-19 period, where new employment opportunities across most states are at a premium, we secured a significant long-term partnership with a company which is growing nationally.

Our relationship with the vocational counselling team at IN VOC (Royal Rehab) across Sydney hospitals, has also gone from strength to strength, evidenced in our ability to place five of their referrals into work. Through this partnership, we continue to demonstrate the effectiveness of our four-stage employment journey, from the initial counselling and psychological support stage provided by Invoc, to the final stages of building job search skills, securing work, and finally providing post placement support. This aims to ensure the candidate is able to maintain the job in the long term and make a successful transition into work following a long period away from the labour market.

To further promote our Employment Social Enterprise offering, SCIA has been successfully certified with Social Traders, an organisation that provides a marketplace for social enterprises to connect with private businesses and government-based procurement decision makers. Through the Social Traders network we will be looking to create even further opportunities for employment for people living with spinal cord injuries and other physical disabilities.



Our aim is to ensure the candidate is able to maintain the job in the long term and make a successful transition into work following a long period away from the labour market.

Programs & Services Highlights



We would like to thank the McCusker Charitable Foundation, Lotterywest and the Stan Perron Charitable Foundation for their generous financial support which enabled us to establish this much needed service in WA.

McCusker
Charitable
Foundation

lotterywest
supported

STAN PERRON
CHARITABLE
FOUNDATION

Accommodation

Spinal Cord Injuries Australia's respite properties have continued to be a wonderful opportunity for all our clients to relax, rejuvenate or maybe learn some new skills during their rehab stay or community visit. The properties are located in Floreat, WA and Little Bay, NSW and offer a real life modified home environment, giving the person with an injury and their family, the opportunity to become familiar with activities of daily living, identifying independence capabilities and potential home modification options.

All our accommodation is fitted with quality modifications, close to transport and in a relaxing setting that allows one to reconnect with family and friends as well as achieve personal goals and build confidence for the future.

This year we have seen over 20 clients utilise both properties and the feedback from them has been outstanding. One WA client commenting "Thank you so much for helping make our trip to WA such a lovely experience. It was our first trip since Gary sustained his spinal injury and much planning was required. SCIA's Floreat house was both extremely comfortable and homely while having many creature comforts and equipment available to meet our needs", Gary and Jo Ward.

SCIA continues to update the properties to meet client needs, with heightened importance during the COVID-19 pandemic with both properties meeting COVIDSafe standards in PPE and cleaning regimes. The Little Bay property had a small update last year with new furniture and electrical goods, while the Floreat House enjoyed some new gym equipment. Our friendly staff have even been available for the odd peer support conversation during client stays, which has really solidified some client relationships. Not only do the clients and families leave feeling refreshed, they are more knowledgeable and up skilled in house modifications and assistive technology devices.

While we continue to support clients with a spinal cord injury, SCIA encourages clients with broader disabilities to enjoy the property and new midterm stays (up to 90 days) are now available at both properties.

Peer & Family Support

There have been many challenges posed to us all this year, but throughout the COVID-19 pandemic fears, heightened anxieties and lockdowns, the Peer & Family Support team continued to deliver the very best service they could during this time.

Two new staff members, Ben and Jason, joined the team, both bringing a wealth of skill and knowledge to our service delivery. Not only did they quickly learn the ropes, they also worked with the OT and recreational team at Royal Rehab to develop a new six week wheelchair skills course. This course gave them the opportunity to help clients build their confidence in their chairs, as well as improve their community surroundings.

Our regional footprint increased, with Branka Pupovac taking on a community role in Wollongong. Branka developed a new model, which offers both face to face supports and social events in her local area. She has played a vital role connecting clients who were recently discharged from the Spinal Injury Units (SIU's) back into community engagement.

When COVID-19 restrictions were introduced, and the spinal units restricted our access, the service had to adapt quickly, and with the aid of various online platforms, and our telehealth services, we brought the peer support service to our clients virtually. Although there were some initial challenges, we were able to reduce some of the anxieties and stresses felt by our clients during this isolation period. The Peer and Family Support team also became involved in producing self-help videos, and worked on mental health initiatives for themselves, as well as their clients and found a new way to engage in our communities.

Measuring the impact of our services is important, to ensure we are supporting our community in the best possible way. Our Peer and Family Support team began this process in 2020, with feedback indicating that the service is making a significant impact in the lives of people with a newly acquired spinal cord injury.

"The SCIA online content has been really convenient to access over this Covid time, especially their online forum and YouTube channel stuff has been great. Really enjoyed watching it and seeing the guys trying to stay in contact with everyone."

Chris Apps

Respondents who received Peer Support during rehabilitation reported:

- 100% felt that Peer Support was very important or somewhat important for learning how to manage an injury
- 80% felt that they had significantly more or a little more confidence managing bowel routines and activities of daily living
- 67% felt that they had significantly more or a little more confidence managing bladder and skin
- 60% had significantly more or a little more confidence managing pain.



Programs & Services Highlights

“The NeuroMoves program has made a huge difference to my life. It has significantly improved my seated balance and overall strength. I like how the program is specifically tailored to me and focuses on practical physical and social goals, enabling me to be more independent.”

Hayley – Adelaide NM client



NeuroMoves

A new three-year NeuroMoves strategy has been developed in line with the overall SCIA strategy, and we have developed a new vision statement to ensure it aligns with our core purpose.

NeuroMoves is a leading exercise and therapy service for people with neurological conditions. Our specialised staff provide a safe and supportive community for clients to undertake evidence-based and client-centred practice, to enable an individual to achieve their goals and reach their full potential.

The strategy has the following focus areas:

- **Growth** – to expand our services and look at different ways we can operate, to ensure that all Australian's have access to our service, regardless of their location
- **Credibility** – to grow and develop our partnerships with universities and other research bodies to ensure we remain clinically relevant and innovative
- **Sustainability** – to ensure financial sustainability now and into the future
- **Development** – to explore new opportunities and develop new services to benefit our clients
- **Enhancement** – to continually evaluate and improve our service to ensure we are the leaders in exercise and therapy.

One key project we have been working on over the last 12 months has been the development of our first Centre of Excellence, located in Western Sydney. This centre will house state of the art equipment, deliver exercise and therapy to a large number of clients with neurological conditions, of all ages, and expand the services we currently offer to our clients. This centre will also allow us to deliver training to other allied health professionals.

All NeuroMoves sites have also received upgrades, ensuring we maintain the highest quality standards and offer motivating spaces for our clients.

NeuroMoves COVID-19 Journey

In March 2020, with the COVID-19 pandemic starting, NeuroMoves made the difficult decision to suspend all face-to-face therapy sessions temporarily and move to a telehealth service. This was a challenging time for all staff and clients, but ultimately the best choice for the safety of our NeuroMoves community.

Well before COVID-19, we had partnered with GP Now, piloting a small telehealth service which allowed us to provide our services virtually. When restrictions were enforced, this trial gave us the head start to transition our clients and all therapists quickly, confidently and safely across to sessions online via telehealth, and allowed us to continue their vital therapy in the comfort of their own home.

This initial transition involved a team of over 50 therapists, and more than 200 NeuroMoves clients in less than 9 days. Client feedback surveys provided valuable feedback from the very first session, and helped us continuously improve throughout the period when sites were physically closed.

NeuroMoves staff delivered over 4,000 hours of telehealth therapy, and the service is continuing to thrive, with telehealth group programs now also being introduced. Our therapists had to adapt to an environment with limited equipment, relying on household items they had at home. Dumbbells were swapped for cans of food and kitchen tables used as parallel bars. It was also a good opportunity to strengthen relationships with our client's home-based support network; who were essential in helping us deliver the best possible telehealth sessions. Despite our doors being closed, it was important to us that our clients continued to make progress towards their goals - and they did!

COVID-19 has had a significant impact to all Australians, and NeuroMoves is no exception. However, the team's success in telehealth was certainly a NeuroMoves highlight of this financial year, and we are proud to say that we enter next financial year as an ever-stronger service.



“We were looking for an organisation that would support Callee in helping her increase her mobility and balance, but also specializing in her neurological disability. NeuroMoves has exceeded our expectations!”

Debbie – Mother of NM Melbourne client

Programs & Services Highlights



Spinal Cord Injuries Australia's (SCIA) Support Coordinators played a crucial role in supporting clients to stay safe by assessing and prioritising critical needs, supporting the process of pandemic preparedness; including writing and implementing emergency plans.

Community Services

The past year has proven to be interesting for all of our services, and our NDIS service was no exception.

As we entered into the year, we had big plans for growth and expansion, however with COVID-19, some of these plans had to be placed on hold. That being said, prior to the pandemic we were able to successfully establish our first interstate Support Coordination and Plan Management business in Perth, Western Australia. Due to an overwhelming interest, we are very excited to be recruiting for more staff to expand this service across WA. In addition to this, we grew as a service more locally and appointed more Coordinators in NSW.

Unlike other areas of the organisation, our community services continued to thrive during the pandemic and saw a significant increase in demand for Support Coordination. Support Coordination has been essential in assisting SCIA to support clients struggling to access their disability supports through the pandemic. Our Support Coordinators played a crucial role in supporting clients to stay safe by assessing and prioritising critical needs, supporting the process of pandemic preparedness; including writing and implementing emergency plans.

Occasional and Emergency Services was considered an essential service early on in the pandemic. Initially we saw a decrease in call outs which was an indication of heightened anxiety amongst our clients, who had elected to reduce the amount of providers entering their homes. In order to continue to support our clients, we implemented a new service delivery policy which saw strict hygiene and sanitising measures, the introduction of PPE kits for all employees and documented temperature checks for staff and clients.

Advocacy and Policy

The last year was an extremely busy one for SCIA's advocacy and policy team, supporting over 334 individual and family clients. We also completed an audit against the National Disability Standards and successfully achieved our certification for further federal funding through to 2022.

Our appeal advocates achieved outstanding results in their efforts to help people gain access to the NDIS. In addition, they assisted several individuals and families to have their plans reassessed to meet the needs and goals of existing participants. They assisted 19 people/families through the appeal process to achieve satisfactory outcomes.

Due to the COVID-19 pandemic we had to adjust the way we supported our clients, transitioning to mostly virtual and telephonic meetings, with our staff also relocating to working from home and adapting to the new COVID-19 safety protocols. However, this did not impact our level support or outcomes for our clients.

Our systemic advocacy efforts continue apace. Over the course of this last year we have written submissions to a number of state and federal inquiries including the NSW government review of the Disability Inclusion Act, the federal parliament's Joint Standing Committee on the NDIS on Planning and NDIS Workforce, and the recent inquiry into the NDIS Quality and Safeguards Commission. Currently we are putting together a submission on the development of a new National Disability Strategy which will form the next 10 years of commitments and important policy work from all levels of government in response to the United Nations Convention on the Rights of Persons with a Disability.

We also submitted our concerns to the Minister for the NDIS, Stuart Robert regarding the recent announcement of the use of independent functional assessments that participants will be subjected to on access to the scheme, as well as scheduled and unscheduled plan reviews and change in circumstance.



The last year was an extremely busy one for SCIA's advocacy and policy team, supporting over 334 individual and family clients.

Programs & Services Highlights

We recently assisted paternal grandparents, who have five grandchildren in their long term care, with urgent support to access the NDIS for four of the children who have disabilities.

The process we followed was to apply for NDIS for one child at a time under the guidance of an SCIA advocate, and once the access was granted to become a participant, we then followed that exact pathway for the next child.

Even though we experienced a few complications along the way, due to the complexities of the children's disabilities, we continued to submit strong supporting documentation showing the functional impact these disabilities had and successfully gained access for each of the four children.

We are so pleased with this outcome, as this has now given the grandparents the deserved support and ongoing security they needed to help them operate as a family.

We continue to represent the organisation and membership on a number of national and state based advisory groups across transport, health and spinal cord injury.

Advocacy and Policy

In response to SCIA's three-year strategy, and looking at further opportunities across our systemic advocacy work, we have hired a new Policy and Advocacy Officer to develop this, including targeting our membership with a survey to gauge what people out in the community think is important areas for us to pursue.

We are now an active member of the newly formed Assistive Technology for All Alliance, which has a broad membership seeking equal access to assistive technology for those excluded from the NDIS, including those in My Aged Care. We are hopeful that this alliance and the work done within it will lead to establishing a national assistive technology program (by harmonising all state and territory based programs), that meets the needs of all people with a disability excluded from the NDIS.

We have also become an associate member of the Specialist Disability Accommodation Alliance in a concerted effort to be active across SDA policy and eligibility for our members and the people that we represent. We are already a member of the NDIS SDA Reference Group through Greg Killeen's participation, and therefore hope to continue having influence in this area.

This is just a snapshot of our ongoing work, noting that we continue to represent the organisation and membership on a number of national and state based advisory groups across transport, health and spinal cord injury.

We would like to acknowledge the diligence and resilience of all the team members during the COVID-19 pandemic, and commend them for their efforts in supporting and assisting our clients to have good outcomes for their issues.

Our Supporters

Leaving a lasting legacy

In July 2019 we met Garnet Lane in regional WA, who advised us that he wished to leave his purpose-built home, contents, and customised motor vehicle to SCIA in his Will. The house was built following an accident in April 2015, which left him with a tracheotomy and quadriplegia.

Sadly, Garnet passed away in September, leaving behind his family Kathleen, Jessica, Shantel and Mathew.

The motor vehicle is now being used by NeuroMoves in Perth to support clients, but will eventually be housed in Victoria to pilot a new program. Garnet's house will accommodate people with a spinal cord injury, who require a fully adaptable home.

We are extremely grateful to Garnet and his family for this wonderful donation. It will make a world of difference and as Garnet said "My home is a little bit of heaven that I can pass on to someone who needs it as much as I did."

RIP Garnet 2/9/2019

Special donation to support a friend

Following a meeting in early December with Peer Support staff member Lachlan Cousins, The James Galvin Family Foundation agreed that they would give a gift of \$10,000. The donation was made to purchase equipment fit out the gym at the Perth Short term accommodation house and NeuroMoves Joondalup.

The Galvin's are long-time family friends with Lachlan who attends NeuroMoves in WA and when asked to contribute they were only too willing to support him and SCIA.

Our thanks to the James Galvin Family Foundation for this very generous gift, and helping SCIA to continue to support individuals with spinal cord injury.



The purpose-built house and car donated from the estate of Garnet Lane.

Our Supporters



Antarctic Ice Marathon for a Cure

In December 2018, well known comedian, and TV presenter, Tommy Little, and friends embarked on running the Antarctic Ice Marathon - the world's hardest and most southern marathon – to raise awareness and much needed funds towards a cure for a spinal cord injury.

Tommy took on this challenge of a lifetime, finished an astounding 12th in this gruelling race, and successfully raised an amazing \$115,010.03.

In December, 12 months after the marathon, SCIA Chairman Michael Rabbitt and Dianne Lucas, CEO, presented NeuRA (Neuroscience Research Australia) with a cheque on Tommy's behalf to Professors' Simon Gandevia and Peter Schofield, to support life-changing research into finding a cure for spinal cord injury.

Thank you Tommy and friends, for taking on this monstrous task and raising awareness of spinal cord injury and funds to help improve the lives of those affected by this injury.



Tommy took on this challenge of a lifetime, finished an astounding 12th in this gruelling race, and successfully raised an amazing \$115,010.03.



NSW Racing's Night of Champions

In partnership with the NSW Racehorse Owners Association, a glittering night was held at Sydney's Randwick racecourse to raise funds and awareness for Spinal Cord Injuries Australia.

There were many jockeys, trainers and members of the racing community, including group one winning jockeys Tommy Berry and Tye Angland.

Following a serious fall from a horse in Hong Kong in 2019, Tye was left with quadriplegia and during the evening he shared his journey with a spinal cord injury and how SCIA's services supported him along the way to his recovery.

Statistics on jockey injuries:

- On average 200 registered riders are injured per annum
- 89% of the race falls require assistance

SCIA was proud to be the beneficiaries of the Racing's Night of Champions and our sincere thanks to Jane Henning and Pauline Lamb for making the night a success.



Tye Angland and Tommy Berry with their partners at the NSW Racing's Night of Champions.

We are grateful to the following sponsors and donors for their generosity and support of the Racing's Night of Champions.

Major Sponsors

NSW Racehorse Owners Association
TAB
Racing NSW
SKY Thoroughbred Central
Coolmore Australia
Australian Turf Club
City Tattersalls Club
New Zealand Bloodstock
Wild Oaks
Inglis
Carrazzo Consulting
Hall Chadwick
International Animal Health Products
DeBortoli

Prize Donors

Bannisters Hotels
Mollymook Golf Club
Beauty Indulgence
Dolphin Watch Cruises

AVIS Pyrmont
Tennis Australia
Hermes Australia
Sydney Princess Cruises
Silky Shapes Pottery Studio
McLaren
BUNDA Fine Jewels
Tommy Berry
Your Travel Chapter
Deanna Panya
Hugh Bowman
Chris Waller
The Gordon Frost Organisation
Encore Corporate Cars
Manta Restaurant
Proven Thoroughbreds
The Star Entertainment Group
Canal du Midi Cooking
Ittravel with Jade
St Michael's Golf Club
NSW Golf Club
Oroton Australia
Andrena Sculptures

The Winning Post Motor Inn Mudgee
Country Escape Tours
Australian Chamber Orchestra
Azuma Chifley
Evoke Limos
Cerrone
Fiona Jackson
Blue Eye Dragon
Samsonite Australia
Wyang Golf Club
Shelley Beach Golf Club
Mercure Kooindah Waters
Posh Boutique
Philadelphia Philpot Millinery
Owl Head Lodge
THP Hair
Rohr Remedy
Kosmea Australia
Boston for Men
Zanerobe
Markey Saddlery
Reg Nipperess

Our Supporters



Be a Hero

The Be a Hero campaign was created and launched in 2019 and raised an outstanding \$51,210 to help purchase vital equipment for our NeuroMoves sites across Australia.

The month-long challenge event ran across September and was conducted online. Amounts raised were allocated to NeuroMoves sites to help them purchase new equipment for their clients.

The success of the campaign indicates that the concept is attractive to our community. It is an engaging and fun activity and has a competitive element between the NeuroMoves gyms, as well as their inspiring clients.

In 2019 we were fortunate to have 80 amazing Heroes who committed to fundraise for life-changing equipment for NeuroMoves.

The top 3 NeuroMoves teams were:

- NeuroMoves Melbourne
- NeuroMoves Adelaide
- NeuroMoves Canberra



We have been notified of the passing of the following members and supporters.
Our sincere condolences to their loved ones.

Neville Anderson
Trevor Annetts
Mark Bagshaw
Terry Burdett
Stephen Cunningham
Garry Davis
Kim Enks
Iris Gardiner
Roger Haylock

Simon Jasprizza
Sunny Allen Jayathillake
Shirley Jones
Thomas Krause
Garnet Lane
Rachel Massad
Graham McRae
Ivan Mercer
Iris Metson

Robert Molloy
Stephen Moore
Barrie Osborne
Valerie Packer
Anne Patterson
Kenneth Reid
Christine Sampson
Razia Sultana
Grahame Wilson



Our Partners and Funders

Key Partners

Spinal Cord Injuries Australia strives to engage and work with organisations that share similar values, vision and culture and we pride ourselves on creating tailored mutually beneficial partnerships. We believe this will lead to the best outcomes for our community and will give us the best chance to facilitate real change.

We are extremely grateful to these organisations who support our services.



Funder Acknowledgement

We extend our warmest thanks to our valued funder for their support during the year.

Spinal Cord Injuries Australia secured the Information, Linkages and Capacity Building (ILC) funding under the National Disability Scheme (NDIS) to embark on an exciting initiative that will enhance our online information resource platform, and introduce modern channels of delivering information through videos and podcasts.

Board of Directors



Christine Tink, President

Christine is the owner of an Australia-wide interiors and homewares business, selling to retail customers online; and directly to commercial customers. With a lifelong career in the fashion trade, and currently employing over twenty staff, Christine is fully engaged with the needs of modern business. A motor vehicle accident in 2008 left her with a C4/ C5 spinal cord injury.



Michael Rabbitt, Chairman

Michael has an extensive corporate career in the insurance industry at IAG and NRMA, which gives him a strong understanding of the needs of member-based organisations. His wealth of experience includes managing profitable portfolios, leading teams of people and developing and implementing strategy. Michael became a paraplegic as a result of a compensable work accident in 1992.



Stewart Calderwood

Stewart's corporate background is in the finance sector and he has more than 25 years' experience in London and Australia, currently working with Ord Minnett. Stewart brings to SCIA client relationship management experience across a wide range of institutional and corporate clients. Stewart became involved with the Back Up Trust, a UK charity, after a diving accident left him temporarily paralysed.



Brett Stevenson

Brett has owned and run an independent business offering grain marketing and price risk management services to Australian farmers for over twenty years. Long-term committed client partnerships are the core of the business. Prior to that he spent time with Dalgety in commodity futures, and financial markets with ANZ, Midland and Swiss Bank Australia. Brett's spinal cord injury, resulted in C5/C6 incomplete quadriplegia.



Chris Nicholls

Chris owns and manages an accessibility consultancy, occupational therapy service, and a start-up rehabilitation platform that utilises sensor technology. He has also held numerous management roles and worked at SCIA for ten years, has a background in IT, and is a current Board Member at Wheelchair Sports NSW. Chris is a T6 paraplegic after a motorcycle accident.



Leesa Addison

Leesa is a digital product and business transformation consultant, former Chief Information Officer and senior executive with 25 years' experience working in technology and innovation.

She has worked as a CIO for both membership and disability organisations, with broad experience working across all types of business structures and sizes. She assists organisations to identify and develop new products and solutions and builds technology environments focussed on transforming business models, operating environments and managing enterprise risk.



Robert Vander Kraats

Robert is a fully qualified physiotherapist, having previously owned and directed three physio practices. He has also served as a committee member of Sports Physiotherapy Australia and as a Board Member of HeadWest. In 2015, Robert suffered a stroke and as a NeuroMoves client, he is very keen to use his skills and experience to assist with the continued development of the NeuroMoves strategy.



Paul Crake

Paul is the Director of Total Ability Pty Ltd, which supports people in the disability community with all aspects of driving and vehicular access. Through his previous role at KPMG he has in-depth knowledge of industry funding arrangements, working with the NDIS both from a participant and provider viewpoint, and developing viable business models in the Australian disability space. Paul became a T4 paraplegic after being blown from his racing bike into a fence post during a cycling race in New Zealand in 2006.



George Panos

George is the CEO of McGregor Coxall, multi-disciplinary design firm. He has extensive business, commercial and operational experience across several industries. George previously worked for companies such as PwC, CSR, GUD group and Boral. He is a qualified accountant, lawyer and has completed an MBA.



Glen Davis

Glen Davis is Professor of Clinical Exercise Sciences at the University of Sydney, where he is also Director of the Clinical Exercise and Rehabilitation Unit within the Sydney School of Health Sciences. His main research and innovation activities are to deploy novel assistive technologies, surveillance technologies and other medical devices to clinical populations to improve 'dose-potency' of exercise for health, fitness and functional outcomes in these populations. He has a particular focus on the use of functional electrical stimulation (FES) and robotic technologies, including neuroprostheses, for individuals with spinal cord injury and stroke, to improve their quality of life.

Clinical Governance

In June 2020, Spinal Cord Injuries Australia's (SCIA) Board approved the SCIA Clinical Services Clinical Governance Framework. Clinical Governance means that systems are in place to protect and support the workforce and to ensure that the clinical services have the right people with the right skills at the right time to provide optimal care.

Offering clinical services, face to face or online, such as exercise and therapy, peer and family support and emergency support for people with disabilities resultant from a neurological condition, is complex and involves risks with a severity ranging from low to high.

SCIA is committed to offering high quality services to every client. In order to achieve this, continued commitment from all staff to pursue and maintain excellence is crucial. Excellence needs to be embedded in every SCIA activity, such as: managing enquiries, booking an initial appointment, assessing clients efficiently, delivering client-centred services, and achieving client's goals. Furthermore, we want to provide our clients with a friendly, inclusive environment that encourages social interactions with a positive impact on their well-being.

Governance

Spinal Cord Injuries Australia (SCIA) places a very strong emphasis on its governance practices.

SCIA adopted a new constitution, based on the ACNC (Australian Charities and Not-for-Profits Commission) Model Constitution, at the 2016 Annual General Meeting.

The majority of the Board by number must comprise persons that have a Severe Physical Disability. As at June 2020, the Board comprised of ten people. Seven of those have lived experience of spinal cord injury, and six are current wheelchair users.

The Board and various sub-committees meet monthly.

SCIA's Quality Management System is governed by the following controls:

- SCIA's Constitution
- SCIA Board Bylaws
- Disability Inclusion Act 2014 NSW

This new Framework aims to provide a clinical governance structure to support SCIA staff involved in the delivery of clinical services (NeuroMoves, Peer and Family Support and Occasional and Emergency Services), providing high quality person-centred care to all clients. It is important to have formal clinical governance structures and functions in place that are regularly evaluated for their effectiveness in driving continuous improvement. The management team formed by the Service Managers, hold this responsibility as a key aspect of their governance role and are directly accountable to the SCIA's Chief Executive Officer (CEO) and the Board of Directors. However, effective clinical governance is everyone's business.

As part of the SCIA's clinical governance framework, we are currently establishing a Clinical Governance and Research Committee formed by expert clinicians, researchers and consumers who are external members that will provide accountability, monitor and guide the decision-making processes of the clinical services.

- Disability Inclusion Regulation 2014 NSW
- National Disability Insurance Scheme Act 2013. This is the legislation which establishes the National Disability Insurance Scheme (NDIS) and the Agency known as the National Disability Insurance Agency (NDIA).
- NDIS Rules. Sets out the detailed operation of the NDIS.
- NDIS Practice Standards. These are the standards to be met by registered NDIS providers to provide support and services to NDIS participants.
- NDIS Quality and Safeguards Commission
- National Standards for Disability Services.
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Act 2011 NSW
- Privacy Act 1988 (Cth)
- Anti-discrimination Act NSW 1991



Financial Review

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue			
Services income		7,445,675	6,286,565
Government subsidies and grants		2,551,915	1,855,050
Donations		260,520	182,411
Resident contributions		125,826	127,691
Interest income		28,438	90,273
Other income		68,917	351,844
		10,481,291	8,893,834
Other revenue			
Bequested property		375,000	1,800,000
Grant property		-	1,250,000
ATO funding - COVID		1,094,500	-
		1,469,500	3,050,000
Total revenue	5	11,950,791	11,943,834
Operating costs			
Community development		(5,706,936)	(5,021,306)
Community services		(3,776,572)	(3,031,615)
Administration		(1,765,344)	(1,036,603)
Fundraising		(477,452)	(377,507)
Marketing		(429,705)	(457,982)
Development		(241,991)	(283,372)
Total operating costs	6	(12,398,000)	(10,208,385)
Loss / Surplus for the year		(447,209)	1,735,449
Total comprehensive income for the year		(447,209)	1,735,449

The accompanying notes form part of these financial statements.

Statement of Financial Position As At 30 June 2020

ASSETS
CURRENT ASSETS
Cash and cash equivalents
Trade and other receivables
TOTAL CURRENT ASSETS
NON-CURRENT ASSETS
Property, plant and equipment
Intangible assets
TOTAL NON-CURRENT ASSETS
TOTAL ASSETS

LIABILITIES
CURRENT LIABILITIES
Trade and other payables
Lease liabilities
Employee benefits
TOTAL CURRENT LIABILITIES
NON-CURRENT LIABILITIES
Lease liabilities
Employee benefits
TOTAL NON-CURRENT LIABILITIES
TOTAL LIABILITIES
NET ASSETS

EQUITY
Retained surpluses
TOTAL EQUITY

Statement of Cash Flows For the Year Ended 30 June 2020

CASH FLOWS FROM OPERATING ACTIVITIES:
Receipts from customers
Payments to suppliers and employees
Donations received
Interest received
Receipt from grants
Net cash provided by/(used in) operating activities

CASH FLOWS FROM INVESTING ACTIVITIES:
Payment for intangible assets
Grant funding received to purchase property
Purchase of property, plant and equipment
Proceeds from financial instruments
Proceeds from sale of plant and equipment
Net cash provided by/(used in) investing activities

Net increase/(decrease) in cash and cash equivalents held
Cash and cash equivalents at beginning of year
Cash and cash equivalents at end of financial year

Note	2020 \$	2019 \$
7	2,437,350	2,526,122
8	1,085,602	773,769
	3,522,952	3,299,891
9	4,713,839	4,413,579
10	181,704	161,904
	4,895,543	4,575,483
	8,418,495	7,875,374
11	1,766,991	1,065,457
12	101,437	-
13	1,039,087	875,735
	2,907,515	1,941,192
12	17,961	-
13	96,252	90,206
	114,213	90,206
	3,021,728	2,031,398
	5,396,767	5,843,976
	5,396,767	5,843,976
	5,396,767	5,843,976

Note	2020 \$	2019 \$
	8,310,952	6,624,571
	(11,425,196)	(9,718,450)
	329,805	182,411
	28,438	90,273
	3,045,558	1,154,018
	289,557	(1,667,177)
	(30,375)	(161,904)
	-	1,250,000
	(347,954)	(1,922,552)
	-	2,501,286
	-	23,126
	(378,329)	1,689,956
	(88,772)	22,779
	2,526,122	2,503,343
7	2,437,350	2,526,122

The accompanying notes form part of these financial statements.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF SPINAL CORD INJURIES AUSTRALIA

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Spinal Cord Injuries Australia (the Company), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Spinal Cord Injuries Australia, has been prepared in accordance with *Division 60 of the Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the Company's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and *Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report.

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

Independence

We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (including Independence Standard) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2020, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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Other Information (cont'd)

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The directors are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

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

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

Auditor's Responsibilities for the Audit of the Financial Report (cont'd)

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, action taken to eliminate threats or safeguards applied.

Report on Other Legal and Regulatory Requirements

In accordance with the requirements of section 60-45(3) (b) of the *Australian Charities and Not-for-profits Commission Act 2012*, we are required to describe any deficiency, failure or shortcoming in respect of the matters referred to in paragraph 60-30(3)(b), (c) or (d) of the *Australian Charities and Not-for-profits Commission Act 2012*. Our opinion on the financial report is not modified, in our opinion, they have been appropriately addressed by Spinal Cord Injuries Australia.



PKF



SCOTT TOBUTT
PARTNER

27 OCTOBER 2020
SYDNEY, NSW



- Australian Charities and Not-For Profits Commission
- Entity: Registered Charity
- Sub entity: Public Benevolent Institution
- Operating in New South Wales, Australian Capital Territory, Victoria, Queensland, South Australia, Western Australia



- Australian Securities & Investments Commission
- ACN 001 263 734
- ABN 93 001 263 734

Previous names:

- Spinal Cord Injuries Australia Limited
- The Australian Quadriplegic Association (22 November, 1974)



- Australian Taxation Office
- Deductible Gift Recipient (DGR)

Legal and Financial advisors:





Spinal Cord Injuries Australia

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E info@scia.org.au

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ABN Number: 93 001 263 734