



Spinal Cord Injuries Australia



Annual Report 2022-23



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.

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President's Message



Associate Professor Shane Clifton
Board President

SCIA continues to make a vital contribution to the wellbeing of people with spinal cord injury, neurological conditions and other disabilities. My fervour for the organisation arises from my experience of peer support in the early days of adjusting to my injury. The peer support team gave me hope and a wealth of lived expertise when I desperately needed it. Since then, I have benefited from its exercise and resilience programs, NDIS services, and advocacy work. I have also seen the value of our employment services and inclusion training.

I share with our membership a deep gratitude to the leadership and staff of SCIA. As this Annual Report makes clear, the last few years have been challenging for the organisation. Much of what we do — including peer and family support — is not yet funded by governments. COVID-19 and a rapidly changing landscape for disability services have led to a few years of financial losses that we are in the process of correcting (and we are confident we will succeed). We have managed to negotiate these financial challenges while continuing to provide outstanding services because our team is committed to the organisation and people with spinal cord injury and other disabilities. We value and appreciate their work, expertise, and passion.

SCIA has a long and proud history, and we have much more work to do. Knock on our door if you want to help.



Message from CEO and Chairman



Dianne Lucas
CEO



Michael Rabbitt
Chairman

We are pleased to present the 2022-23 Annual Report highlighting the achievements of SCIA for our members and clients and the broader disability community. This year has been another year recovering from the impacts of COVID-19 and managing the financial challenges that are being faced by many organisations in the disability sector and across the business community. There have been significant economic challenges and operational cost increases which have impacted SCIA in 2022-23. We are still moving in a positive direction and have seen service growth and an improved financial position from the previous financial year.

With the generous support of our grant partners, we've expanded operation of our Peer and Family Support team to the Central West, Blue Mountains, Hunter and Newcastle in NSW.

To meet client demand, our NeuroMoves exercise service opened new sites in Goonellabah, NSW, Pakenham, VIC and Nedlands, WA. We've also increased our Support Coordination service in New South Wales due to the high demand in referrals from spinal units.

Our Policy and Advocacy team has commenced Person-centred Emergency Preparedness (P-CEP) workshops in collaboration with the Centre of Disability Research and Policy, and the University of Sydney to empower people with disabilities. We feel that, particularly when moving into a season where fire and floods are high risk, it's important to provide people with all disabilities the knowledge they need to take charge of their safety in an emergency.

We were excited to see Canberra Airport participating in our face-to-face inclusion training as part of their commitment to inclusion in the workplace. Additionally, over 500 participants took part in our on-line accommodation provider training, focusing on an inclusive welcome, accessible spaces and how they can make changes now for little or no cost and how they can improve in the long term.

Our EmployAbility service, which supports people living with physical disability to be job ready and supports employers to employ people living with physical disability, has had 80 people participate in the program, with 27 placed in open employment jobs.

We continued to progress our work on our Social Impact Statement and our alignment to the UN Sustainable Development Goals. We successfully completed our first Reflect Reconciliation Action Plan and trained all our Managers and Team Leaders in cultural competence to enhance our understanding of the importance of reconciliation.

Implementing the upgrades to our technology platforms has also been a priority in 2022-23. We launched Dynamics 365, a new Customer Relationship Management (CRM) system. Significant inroads were made on the implementation process, with most services now being supported by the new CRM. This has allowed SCIA to further streamline our processes, reduce duplication and inefficiencies and enhance the client experience. We expect further improvements and enhancements to occur in 2023-24.

We couldn't do any of our important work without our members, donors, partners, and staff. We have an incredible community of members and partners who support SCIA in so many ways. We would like to thank them for this. Our staff are also incredibly passionate and capable. They have continued to stay connected to SCIA's purpose and values which is why we continue to see such amazing outcomes, with several of these highlighted in this report.

We are proud of what has been achieved. We are also proud of how the organisation continues to enhance its services and support so we can deliver on our purpose to create a world where people living with spinal and neurological conditions, and their loved ones thrive.

Our Strategy

With COVID-19 impacting our original 3-year strategy deliverables, our work continued this year to deliver the goals we set out to achieve, driving positive outcomes for our organisation, community and partners. As we continue to move back to normal business operations, we plan to deliver our objectives and will build on this for the future.

Purpose

To create a world where people with spinal or neurological 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 funding in their NDIS plan.



A place to call home

Smooth clients' transition from the hospital to the home.



Meaningful work

Deliver flexible services that employ and connect people with a spinal or neurological condition.



Care for my wellbeing

Be recognised as the most innovative exercise therapy service.

Build a better tomorrow



Create an inclusive future

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



Pioneer evidence

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

Enablers

Smart tech and 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 people's capability, to match their 'can do' attitudes.

Collaborative partnerships

We can't do it alone and will partner with those who have the right technical skills and collaborative mindsets.

Our spaces

We will create welcoming spaces in which our people, partners and clients can thrive.

Our Footprint



The UN Sustainable Development Goals offer a shared blueprint for peace and prosperity for people and the planet, now and into the future. At SCIA we commit to responsible global citizenship through our Social Impact Statement which comprises reconciliation, environmental sustainability and diversity.

Our 2023 highlights include:

- Through the work of our committed Reconciliation Action Plan (RAP) Working Group, including Aboriginal representative and guide, Dr Stacey Coates, SCIA successfully delivered on the actions of our reflect stage of the RAP.
Key actions included SCIA Managers and Team Leaders completing 10 hours of cultural competence training and developing our organisational understanding about the importance of Reconciliation.
- The development of Socially Responsible Procurement Guidelines challenged Managers to consider environmental considerations where possible in procurement decisions.
- After joining Diversity Australia, SCIA launched our first Diversity Survey in May 2023 to gain a better understanding of our diversity across multiple diversity domains such as gender, disability, religion, and cultural background. This anonymous employee survey allows us to benchmark and improve our diversity to ensure we better represent the communities we serve. The results will be reported on our website, social media and in the 2023-24 Annual Report.

Our People

As a service-based organisation, our people are central to our success; they're why we focus on making SCIA a great place to work.

In October 2022, we launched a new Employee Assistance program, which provides individuals with an on-line tool to proactively manage their mental health, just as they would their physical health. As a result, program usage increased from 15% to 32% over the course of the year. We also continue to offer front-line staff Mental Health First Aid training and conducted a series of virtual Leadership Training workshops.

Some 23% of SCIA staff live with a disability. This year, we expanded our Disability Support team, further enabling our supported employees to continue to achieve excellent outcomes in their roles.

We also launched a Student Placement program for our Head Office and Community Service teams, which has resulted in several students transitioning to permanent employment at the end of their placement – a fantastic result.

In SCIA's annual staff survey, we were pleased to see that our Overall Job Satisfaction score was 76%. The three highest rated areas were My Work (81% satisfaction), Management (80% satisfaction) and Quality of Work Life (79% satisfaction). These encouraging metrics are reflected in the excellent feedback that we receive from our regular audits and client impact reports about our staff and the wonderful service they provide.

The three areas that were the highest rated in the SCIA annual staff survey



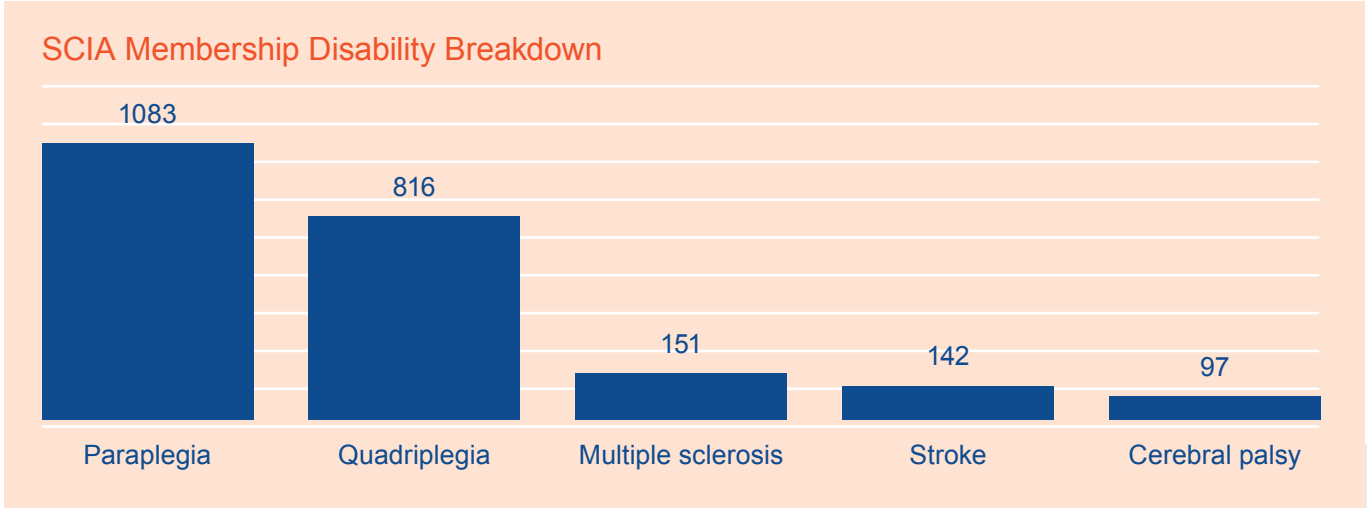
Our Members

This year, we enjoyed welcoming even more new clients into the SCIA community. To enhance the membership experience, we introduced a dedicated Member Services Officer, whose role is to provide personalised, one-on-one support during the onboarding process.

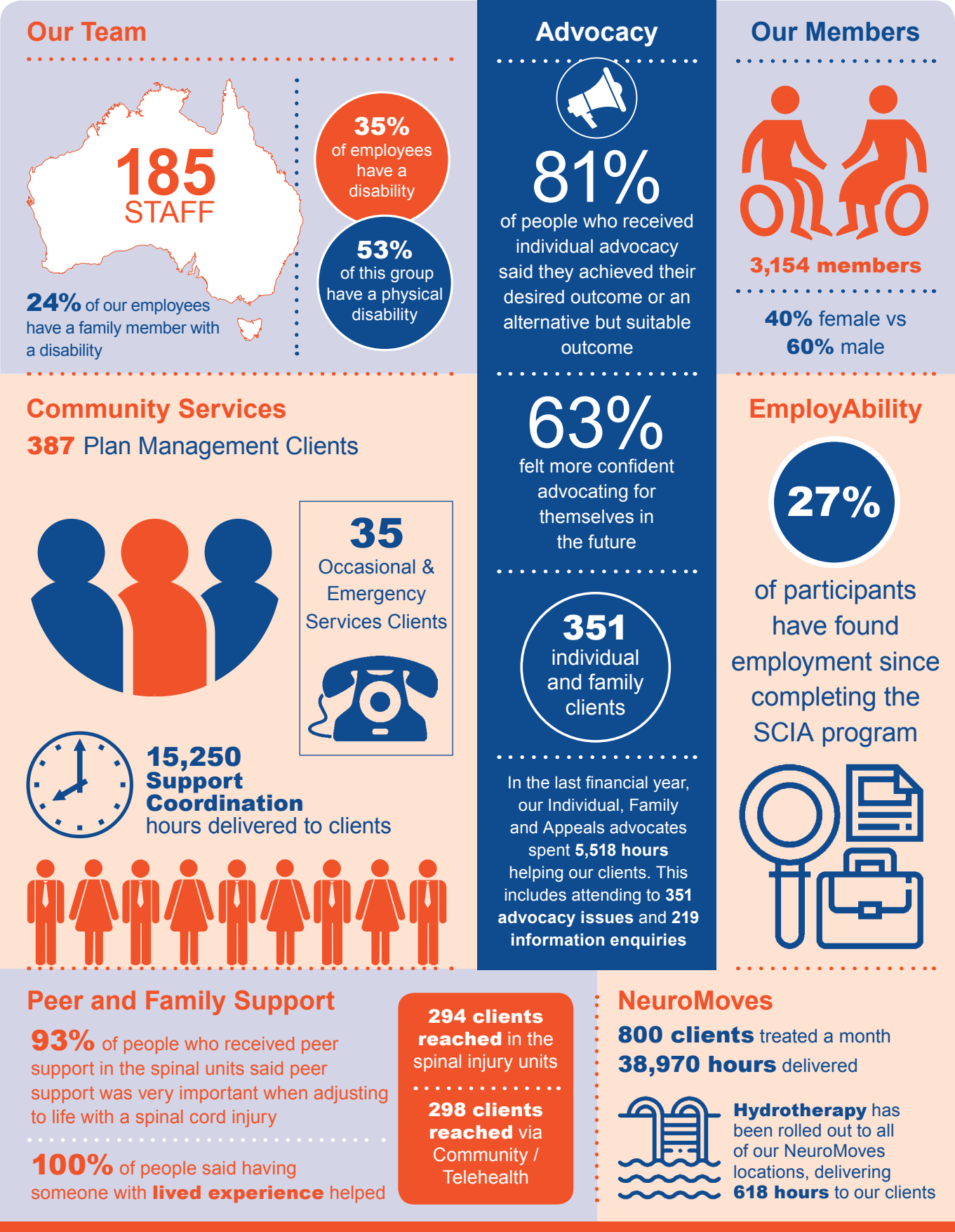
In addition, SCIA took a major step forward by automating the new membership process within our Dynamics platform. This automation not only streamlined our operations but also yielded invaluable data insights. These insights are instrumental in our commitment to tailor our services to meet the unique and individual needs of each member.

But that's not all. We also recently launched a new series of onboarding emails, each thoughtfully designed to ensure that every new member receives essential information and vital support as they embark on this transformative journey.

Looking ahead, we remain committed to refining and optimising this onboarding process, leveraging real-time data to continually enhance the invaluable support we offer to our members.



Highlights of the Year



Program and Service Highlights

Peer Support continues to develop new areas of the program to meet the demands of our clientele. For instance, paediatric Peer Support is currently in development in partnership with Paediatric Spinal Outreach Service at Northcott. Similarly, expansion into family services is underway, most recently by running a successful family program pilot for the Royal North Shore Hospital's acute ward.

We continue to enjoy strong relationships with partners such as The Sargood Foundation, icare, Agency for Clinical Innovation and Coloplast. Without such like-minded organisations, the Peer Support program simply couldn't succeed. These amazing partners allow us to collaborate in new areas of research and assist with the co-design of resources such as the Health Maintenance Tool for people with a spinal cord injury – a resource that sets new standards in health maintenance, worldwide.

Client testimonial



The services SCIA provides are immeasurably beneficial to spinal patients, and as a family we will be forever grateful for their support.

On 25 Feb 2023, our lives turned upside down when our 17-year-old son Hayden Brown had an accident whilst training for the Australian Championships for Trampoline Gymnastics. Hayden's injury resulted in him becoming a C6 ASIA A quadriplegic.

Hayden was immediately taken to the Prince of Wales Hospital, and whilst that experience was incredibly challenging, the shining light during this really terrible time in our lives was the dedicated SCIA staff.

Dan, Ben, Heidi and Jason have all been of amazing support to Hayden and our family. They've been there to provide advice, answer all our questions, and reply to late night and weekend texts.

Dan has demonstrated that life in a wheelchair will not prevent you from having a great life. His positivity has been a wonderful influence on Hayden. Dan was also the familiar face we needed when we were fortunate enough to move to Royal Rehab.

Ben has also been a huge support to Hayden, showing him he can get back into sport and be as independent as possible. For example, he has been instrumental in assisting and encouraging Hayden to get into a wheelchair rugby team.

The services SCIA has provided such as hospital visits, information sessions, barbecues at the hospitals and Sargood are invaluable. They're key in providing the information that SCI patients and families need and provide really great opportunities to meet and develop friendships with those in similar situations.

Program and Service Highlights

Transition House Perth

The Transition House in Perth continues to impact the lives of all clients and family members who enjoy a short-term stay there. This beautiful residential property, thoughtfully adapted for people with a disability, is a welcome retreat for clients who need some respite or need to attend medical appointments. During their stay they can relax and indulge in time with family or learn some new skills with the fully equipped gym and pool facilities. The house assists clients' rehabilitation in many ways, including alleviating the anxieties that can come with a newly acquired injury.

This year, occupancy has significantly increased with over 27 clients staying at the property. The past year has also seen some improvements made to the house to make the client experience even more comfortable and engaging. Peer and Family Support continues to be offered, with clients and family members learning new skills and knowledge around practical things and everyday tasks – all through the eyes of lived experience.

It's hard to believe that the Transition House has been making an impact on people's lives for over five years now, with many crediting their stay with creating a better degree of independence and resilience to live seamlessly in their community. The tools available at the property not only improve independence and confidence but also enable a better understanding of a client's own injury. It really does go to show that simple learnings can have a life-changing impact.

As SCIA continues to promote the Transition House, it's clear that demand is growing. We want to offer the service to everyone who could benefit from it and will always endeavour to make it available to suit our clients' needs. Our newly formed Community Peer and Family Support service will continue to work in conjunction with our WA partners and stakeholders to offer lived experience supports to both clients and families at the house and in the community.

Client testimonial



Matt Hooper, with partner Skye and his lovely dog Mossie, recently stayed at CHOICES accessible accommodation in Floreat. We enjoyed a 5-minute chat about his experience.

Why did he choose CHOICES for his accommodation?

'Basically, I'd looked around and couldn't find too many places that were fully accessible with the equipment I needed. Also, I needed somewhere to give Skye some respite as well.'

How accessible did he find the local Floreat area?

'Since I'm having home modifications done at my house, I'm only 15 minutes away and I've been able to keep an eye on the progress. Floreat has great parks for Mossie and the Floreat Forum is very accessible; a very convenient location.'

Would he recommend CHOICES to other people looking for accessible accommodation?

'I would totally recommend it! It has the full package, great location, well laid out house with Alexa capabilities and a fabulous pool for the kids.'

Program and Service Highlights

EmployAbility

EmployAbility continues to deliver meaningful impacts to people living with disability and to employers seeking greater disability inclusion in their workforce.

The Information Linkages and Capacity Building (ILC) program provides funding to organisations to deliver projects in the community that benefit all Australians with disability, their carers and families. Our ILC grant-funded on-line job search training course is supported by employment coaches who have lived experience of disability. The results so far are very encouraging.

As at 30 June:

- 80 participants completed the program
- 27 people gained employment
- 2 people secured volunteer positions as a result of their participation in the program.

The lived experience focus combined with the skills of our employment coaches provides the ideal support for people with disability looking to find work. A recent report, compiled from exit surveys of course graduates, showed that:

- 100% of participants reported they felt more prepared to search for work, benefited from having a properly finished CV, and felt greater confidence in being able to sell their skills to a potential employer.
- Personal satisfaction in life has increased in all areas.

In more good news, a Building Employer Confidence ILC grant received by EmployAbility in November 2022 is making a difference. With the input of a working group, we're busy building an on-line tool which will allow employers to conduct a Disability Inclusion Status Check more easily. They'll also be able to create a Disability Action Plan to identify and address areas to improve their knowledge and inclusion practices.

It's clear that EmployAbility makes an enormous difference in the lives of people living with disability. We're very excited about the future!

Client testimonial



A great example is Aparna's story. Born with spina bifida, Aparna uses a manual wheelchair, but she's never let that hold her back. Aparna is highly qualified, holding a Master's Degree in Information Technology & Systems. However, after being made redundant in August 2022, she found it difficult to secure employment in line with her skill set. Aparna registered for SCIA's EmployAbility program.

While Aparna was able to clearly articulate her career aspirations in the IT sector, the EmployAbility program helped her to develop greater skills when it came to practical job search. Her confidence quickly grew with the support of a lived experience coach.

SCIA introduced Aparna to our employment partner, CBP Contractors. She was successful in showcasing her skillset and although there was no vacant position at the time, CBP were quick to see how Aparna's skills in data analytics and system optimisation would benefit their organisation, and offered her a permanent, full-time role. Needless to say, Aparna was delighted!

SCIA supported Aparna to ensure her smooth transition into her new role, taking into consideration her accessibility needs. She says she's 'feeling great' about her job and her team is 'friendly and welcoming'. Best of all, Aparna is now fulfilling her job aspirations in the IT sector.



Program and Service Highlights

NeuroMoves

This year NeuroMoves continued to grow in locations, staff, client numbers and client lives positively impacted. We've seen additional NeuroMoves facilities open to meet client demand, including a new site in Nedlands, Perth. We also expanded in Lismore with an additional site at Goonellabah, and we opened a new site in Pakenham, Melbourne. The great feedback from clients benefitting from having a site closer to home makes it clear that these new sites have been enthusiastically received, with many positive impacts experienced, particularly reduced travel time.

In 2022, we were delighted to announce Alicia Payne, our exercise physiologist at NeuroMoves Melbourne, as the inaugural winner of the David Prast Achievement Award. This award, jointly funded by SCIA and SpinalCure, is in honour of the remarkable David Prast, who was responsible for establishing NeuroMoves in 2008. Alicia was awarded a generous professional development opportunity to develop her skills in innovative practice to improve the outcomes for individuals with spinal cord injury (SCI).



In July 2023, Alicia used her award funds to travel to the US to learn more about rehabilitation approaches to paediatric SCI and how we can best incorporate research into clinical practice. Alicia visited some of the most renowned SCI rehabilitation centres in America, including the Craig Hospital, the Kennedy Krieger Institute, the Frazier Rehabilitation Institute, and UT Health San Antonio. Alicia completed a week-long clinical mentorship and Advanced Locomotor training course at the Frazier Rehabilitation Institute, as well as taking multiple opportunities to shadow therapists across all locations. She brought her learnings back to share with the NeuroMoves teams to expand their knowledge and ensure we continue providing our clients with the latest evidence-based treatment and modalities.

A big focus of the NeuroMoves team this year has been continuous improvement. We continually ask ourselves how we can enhance our processes to drive a higher quality client experience and workplace for all. Improvements this year have included:

- Increasing clinical mentoring time for all therapists
- Transitioning to a more automated way of scheduling our clients
- Automating client forms
- Purchasing new equipment at all NeuroMoves sites
- Increasing the use of flexible working arrangements for all therapists.

This year, NeuroMoves clients have continued to achieve their individual goals. Their progress showcases the impact NeuroMoves continues to have on them, their families and our communities each and every day.

Client testimonial

Adelaide client Delia was able to travel by herself after four years of rehabilitation due to a stroke she had in 2018 in the Philippines. 'I was able to travel to the Philippines and spend wonderful times with my family and friends. It was NeuroMoves Adelaide's dutiful staff who helped me make my remarkable recovery to become independent again. BIG THANKS, SCIA!'



Program and Service Highlights

Policy and Advocacy

Individual and NDIS Advocacy

SCIA's advocacy teams continue to support people living with varying disabilities with their individual challenges and concerns. We're frequently involved in helping people with a whole range of issues relating to the NDIS, how to receive the Disability Support Pension (DSP), housing, education, guardianship, and NSW Civil and Administrative Tribunal hearings.

Over the past 12 months, we've assisted 80 individuals, families and carers with NDIS matters at the Administrative Appeals Tribunal.

Additionally, we've assisted another 170 individuals with a variety of matters, with the majority relating to accessing the NDIS, DSP applications and Centrelink concerns. Housing and accommodation is also a systemic issue in certain areas as communities recover from severe flooding in 2022 and a dearth of housing stock in some regions.

Furthermore, some 42 of the people who were referred to us during this time have a physical disability and 33 people have psychosocial impairments. Several have a dual diagnosis.

As our service has become more well known in the area, we're receiving more and more referrals. This is primarily due to the current state-funded service not having a local advocate for face-to-face advocacy.



Following are just some of the cases where 'impacts that matter' were realised with SCIA advocacy support:

- We achieved a positive outcome for 'Greg' at case conference level, resulting in his secondary disability finally being recognised after the supply of new supporting evidence from the appropriate specialist.

Additionally, we achieved a sustainable increase in most other funded categories, including core support for daily living and social, increased capacity building and a support coordination hour, plus additional improved living arrangements assistance with accommodation and tenancy obligations of 70 hours per year. A 24-month plan was also agreed to. Quite a positive outcome for Greg!

- 'John' received a letter from a service provider prohibiting access to one of its services. The letter caused John much anguish as he felt that contact with peers was disallowed. The letter included no reason nor was John given an opportunity to address the issue.

Alongside the Support Coordinator, SCIA advocated for due process and for services to be restored. We corresponded with the Quality Safeguards Officer, the General Counsel, and ultimately escalated it to the CEO. John attended a couple of meetings with the CEO and a good relationship was re-established. The organisation committed itself to staff training and improvements in complaint handling processes. All services are now restored, and John once again feels like a valued member of the service.

- We also assisted 'Alice', an NDIS participant, with an appeal at the Tribunal. Alice was no longer able to access the community as the NDIS had removed her funding for a second support worker. SCIA worked with Alice's treating team to file updated evidence that outlined her very clear need for a second support worker. After reviewing the additional evidence, the NDIS conceded – Alice was awarded funding for a second support worker. This was a great win, allowing Alice to enjoy accessing her community again.



Program and Service Highlights

- ‘Jane’, a client with mental health, spinal, hip and limited mobility issues was referred to SCIA from a disability employment service. Jane was seeking the DSP. Sometimes the road to success can take many twists and turns, requiring persistence and drive. The advocate can do this by taking emotions out of the matter by advocating on the client’s behalf – and this was the case with Jane. The first DSP application was submitted in September 2021, with the fourth and final application approved at long last in July 2023. Needless to say, Jane was ecstatic with this result!
- Another SCIA advocate worked with ‘Peter’ who has a spinal cord injury. Together, they navigated through a lengthy NDIS appeal at the Tribunal to secure funding for a home elevator so Peter could enjoy independent access to all areas of his home. With advocacy support and almost two years in the Tribunal, Peter was finally successful in gaining funding. He is overjoyed to be able to move freely around his house, including his children’s bedrooms and outdoor areas. This was a major victory for Peter who now loves being able to fully participate in social and family gatherings and events.

Representative and Systemic Advocacy

SCIA’s representative advocacy is funded by the NSW Government under the Disability Advocacy Futures Program. We’ve conducted on-line network forums every six weeks, with each featuring a topic or theme covering a broad range of areas. Topics include disability employment; compensation under the NDIS; disability service providers and support workers; companion cards and booking events; the SCI health maintenance tool; and SCIA’s Resilience programs.

We also held a series of four workshops on NDIS internal and external review pathways to help participants understand and navigate those processes, especially if unable to access a disability advocate. We worked to demystify each step, from lodging internal reviews with the NDIA, lodging an external review through the Administrative Appeals Tribunal, and explaining what to expect at the Tribunal, including case conferences, conciliation and hearings.

This year, we received funding to undertake a series of workshops on Person-centred Emergency Preparedness. These workshops are ideal in helping people prepare and respond during an emergency and link in with supports.

Over the last 12 months our systemic advocacy work has kept us busy. A major independent review of the NDIS saw SCIA participate in the consultations and lodge a submission. The NDIS will always be an important focus for the work that we do because it has a significant bearing on the lives of the spinal and neurological cohorts that we represent.

Another important focus for our advocacy is the over-65 cohort not eligible for the NDIS. Some important reforms are already underway to hopefully address the current problems of aged care support. A new Support at Home program will commence from July 2025 and, once again, SCIA participated in the consultation process, attended workshops and wrote a submission focusing on the needs of those with a complex disability, to address the current funding shortfall. Consultations were also held on a new aged care regulatory framework and legislation. SCIA wrote submissions to both.

Another big focus this year was on the problems using wheelchair-accessible taxis across the state and implementation of the Taxi Transport Subsidy Scheme smartcard. Our advocacy in this area relates to the significant problems people continue to experience with long delays, a lack of drivers, regional support and more. SCIA, together with the NSW Disability Council, the Minister for Transport, and the Point to Point Commissioner, has partnered with the Physical Disability Council of NSW to collaborate on pushing changes through. We also wrote a briefing paper with a 7-point position statement on the changes needed which has been put to the NSW Government and for which we seek their commitment.

Program and Service Highlights

Support Coordination

The past 12 months have seen the Support Coordination team grow to 19 Community Services Coordinators, including two Senior Community Services Coordinator roles.

Our services across all offices have undergone slow but steady growth and we now have two Coordinators located in the Melbourne office, which has been open for just over 12 months. We have seen a separation of the wider Community Services Team into individual services to better manage conflicts of interest among our NDIS funded services. This change allows us to continue to work together but more clearly demonstrate that we offer our Support Coordination clients maximum choice and control in the selection of their providers.

We also worked with SCIA Human Resources to implement a Student Placement program which allows us to provide awareness and training to social work students. The program further spreads awareness of services that are essential to people living with spinal cord injury and other neurological conditions. Students also benefit from being able to meet our clients and develop a practical knowledge of some of the needs, barriers and challenges they face. We have now found several great team members through this program, which is just about to enter its second year and fifth intake of students.

‘The Occasional and Emergency Service (OES) provided by SCIA was instrumental in boosting my confidence to move to Sydney away from my family and live independently. As a C5/6 quadriplegic, I was very nervous about being alone. I really wanted to be independent but the fear of being stranded if I lost my balance in my wheelchair or had a fall while transferring and had to wait until the following morning for my support worker to arrive was a real barrier. The assurance that I could reach out for assistance and receive help within 15 minutes helped me feel confident enough to move into a unit on my own. Additionally, the night nursing service provided by OES for catheter changes is invaluable. The convenience of having my catheter changed in the evening while I am already settled in bed means I don’t have to take time off from work during the day for catheter changes.’

Occasional and Emergency Service

After a thorough evaluation of our Occasional and Emergency Service, we made adjustments to better align with the evolving needs of both SCIA and our clients. Consequently, we’ve now discontinued our day service and shifted our focus to enhancing the night service.

We remain committed to supporting individuals over 65 who lack access to NDIS funding, leveraging government funding to provide essential services. We’re enthusiastic about welcoming new members into our service, currently catering to 33 registered clients with the dedicated assistance of three registered nurses, ensuring coverage seven nights a week.

Additionally, we’re actively engaged in a collaboration with POW Community Nurses, facilitating the smooth transition of their clients to SCIA. This collaboration also extends to partnering across other SCIA departments, with the aim of initiating inclusive training programs for care providers in interested companies. Such a strategic approach reflects SCIA’s ongoing commitment to improving and expanding our services within the community.

Program and Service Highlights



‘A highly effective and well thought out program, easy to follow and participate in and very flexible and unique.’



‘The Engage Program literally saved my life. I am so grateful for the opportunity to participate. The content was extremely relevant to me. The opportunity to engage with others dealing with disability and its challenges is invaluable.’

Resilience and Inclusion Programs

By combining the Resilience and Inclusion programs into one department, SCIA recognises the potential of a resilient disability community sharing our lived experience to build an inclusive society.

Resilience Programs

Our 10-week on-line program **Engage** is run twice a year and is offered free to people with an acquired disability. This year, it attracted 14 participants.

Our post-program survey revealed the following impact:

- 67% of participants felt ‘significantly’ and 22% felt ‘somewhat more committed’ to achieving meaning in their lives following participation in the program
- 78% of participants said they would be ‘extremely likely’ to recommend the program.

WRAP is an on-line 8-week peer-led program, offered free to people who would like to develop mental wellness strategies in their lives. Two WRAP programs were run last year and attracted 11 participants.

Our post-program survey revealed the following impact:

- 83% of participants said WRAP ‘helped them to improve their mental wellness’.
- 80% of participants said they would be ‘extremely likely’ to recommend the program.

Program and Service Highlights

Social Enterprise

In the past 12 months, our Social Enterprise area continued to deliver its commercial contracts, giving people living with disability the opportunity to gain valuable work experience. We are continuously looking at ways to expand the skillset of our teams and working alongside program participants allows us to see firsthand the difference meaningful employment has made to their lives. Our goal is to secure many more contracts.

Geo & Data

This was a milestone year for the Geo & Data team as we stepped into our 40th year with the contract and another successful year working with Transport for NSW (TfNSW). We also went through a smooth transition involving a major system upgrade. All quarterly targets were met and close to 20,000 motor vehicle accidents were coded by the team for the last calendar year – providing valuable data and information which will allow TfNSW to produce quarterly and annual reports and promote better decision-making relating to roads in NSW.

Wheelchair Book & Ride

It has been an exciting year for the Wheelchair Book & Ride team as we headed into the third year with this contract. We successfully navigated a point-to-point audit as well as a major system upgrade. In these 12 months, we further tightened our processes and policies to make sure we always deliver high-quality service to the community to the best of our ability. In addition to managing the internal operation of our service, we also continue to engage with the industry and foster a positive relationship with all our stakeholders in the community.

Inclusion Services

Launched in 2022, Inclusion Services offers on-line self-paced inclusion training and workshops from a lived experience perspective to assist businesses and industries to offer an accessible space and an inclusive welcome. In March 2023, we launched Inclusion Training for Accommodation Providers, our first on-line training in partnership with the Accessible Group.

Our team of lived experience facilitators are recruited from within our community to help businesses understand that welcoming people with disabilities is both profitable and good practice.



Technology



Technology has become an indispensable component of our daily lives, permeating every aspect, and operations at SCIA are no exception. We strategically leverage technology to not only enhance outcomes for our clients but to optimise our efficiency in an increasingly competitive marketplace.

SCIA invested significantly in a new client relationship management (CRM) system, which saw us consolidate our application landscape and provide a single universal view of our clients through Microsoft Dynamics. This investment complemented our investment in Microsoft Business Central enterprise resource planning software, positioning us as a strategic 'one stop Microsoft shop' poised for fast and efficient growth.

The roll-out of Dynamics began with our move to a new and enhanced customer service model. Our migration to the Microsoft Teams telephony platform allowed the release of new accessible functionality, with the introduction of interactive voice response technology to our 1800 number. With our CRM now able to route enquiries automatically to appropriate organisation sectors, the service we offer to our clients and members has never been better.

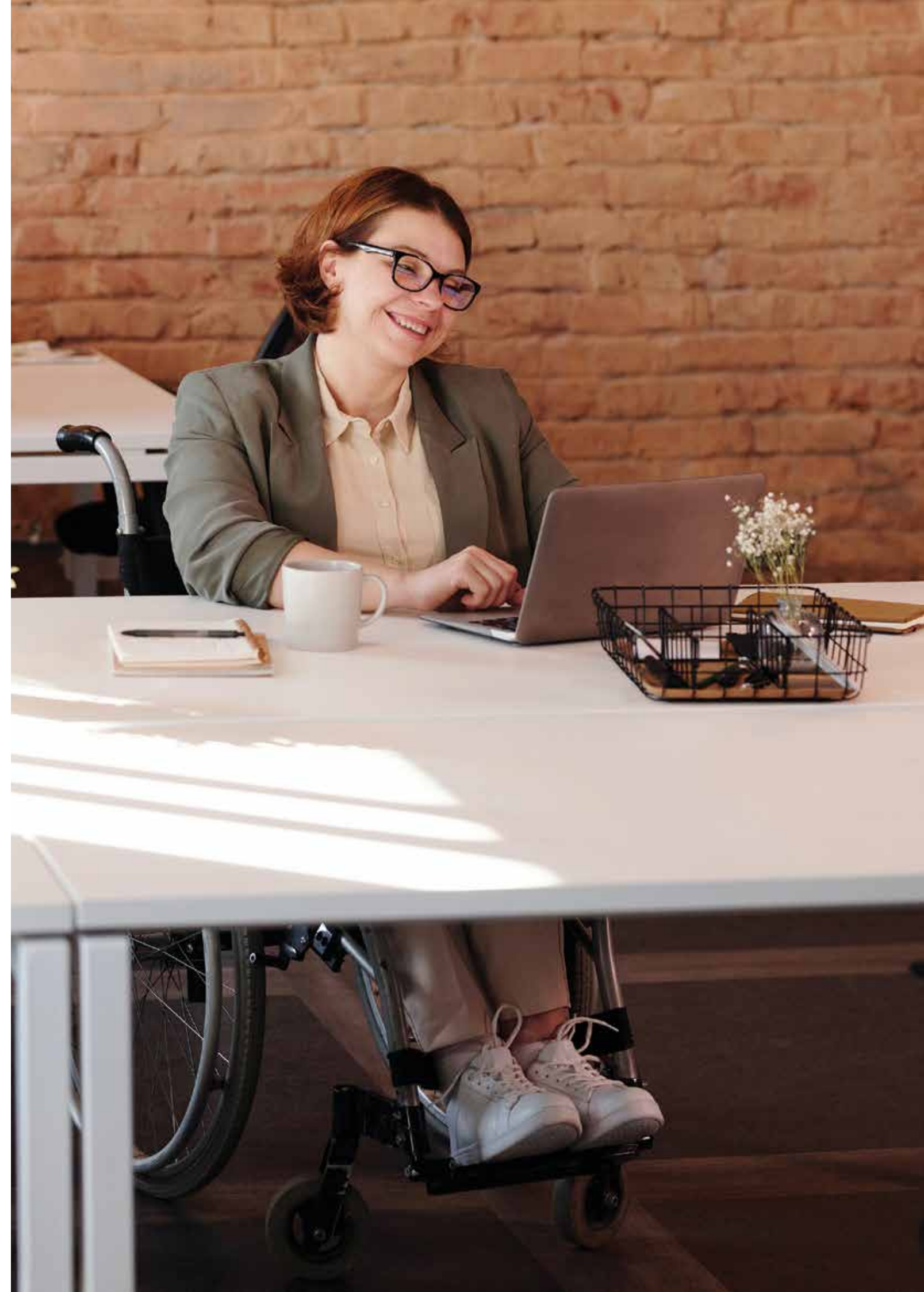
Technology has become an indispensable component of our daily lives, permeating every aspect, and operations at SCIA are no exception.

Next, the team quickly changed gear and focused our efforts on an innovative integrated solution that has completely changed the way we deliver Plan Management services to our clients. Through automation and integration with optical character recognition combined with artificial intelligence and machine learning, our Plan Management service has seen a dramatic reduction in invoice processing time. The service is now exceeding all service level agreements and is ultimately providing an outstanding outcome for participants and providers all round.

Last but by no means least, SCIA rolled out service-specific apps for NeuroMoves, Support Coordination, and Peer Support across the organisation. NeuroMoves SA led the charge with a pilot in January, before the remainder of their offices went live in February. Support Coordination joined the platform in May, with Peer Support moving into an upgraded app six weeks later.

Whilst it has been a significant effort from the entire organisation to get this far, we still have a way to go. Once we finalise the last few services to be rolled out, our attention will quickly turn to the digital products and services that we have on our roadmap, further enhancing our offering for new and existing clients, members and staff.

But, it hasn't all been about Dynamics; we've been working on some other things too! During the year our Wheelchair Book & Ride service released a new and enhanced Driver app, along with the next round of upgrades to the central booking dispatch service and website. The Rider app was also completed, with timing of the launch to be confirmed with TfNSW before year's end.



Our Supporters

Tattykeel Resilience Fundraiser

We wish to thank Tattykeel for such a generous donation, giving \$45,000 to SCIA in order to support our Peer & Family Support program.

The Gilmore Family decided to support our program after knowing how critical the support has been for close friends, Phillip Pellow and his daughters Jess and Ashlea Pellow and Sam Henry, whose families have been long-term supporters of the Tattykeel Australian White Program.

After spending over a year in a spinal rehab unit after a serious car accident resulted in paraplegia, Sam Henry recently returned home to Central West NSW.

Now 22, Sam is starting a new chapter of his life on the farm as a person in a wheelchair. 'If I had not met for the SCIA Peer Support team, I don't know what I would be doing right now. I certainly wouldn't be out on a quad bike pig hunting, that's for sure! The team has opened my eyes to things that I wouldn't have thought possible. The support I received whilst I was in rehab and continue to receive even now is invaluable and has given me hope and confidence to live my best life', says Sam.

SCIA is currently working on establishing our Peer & Family Support program in Central West NSW.

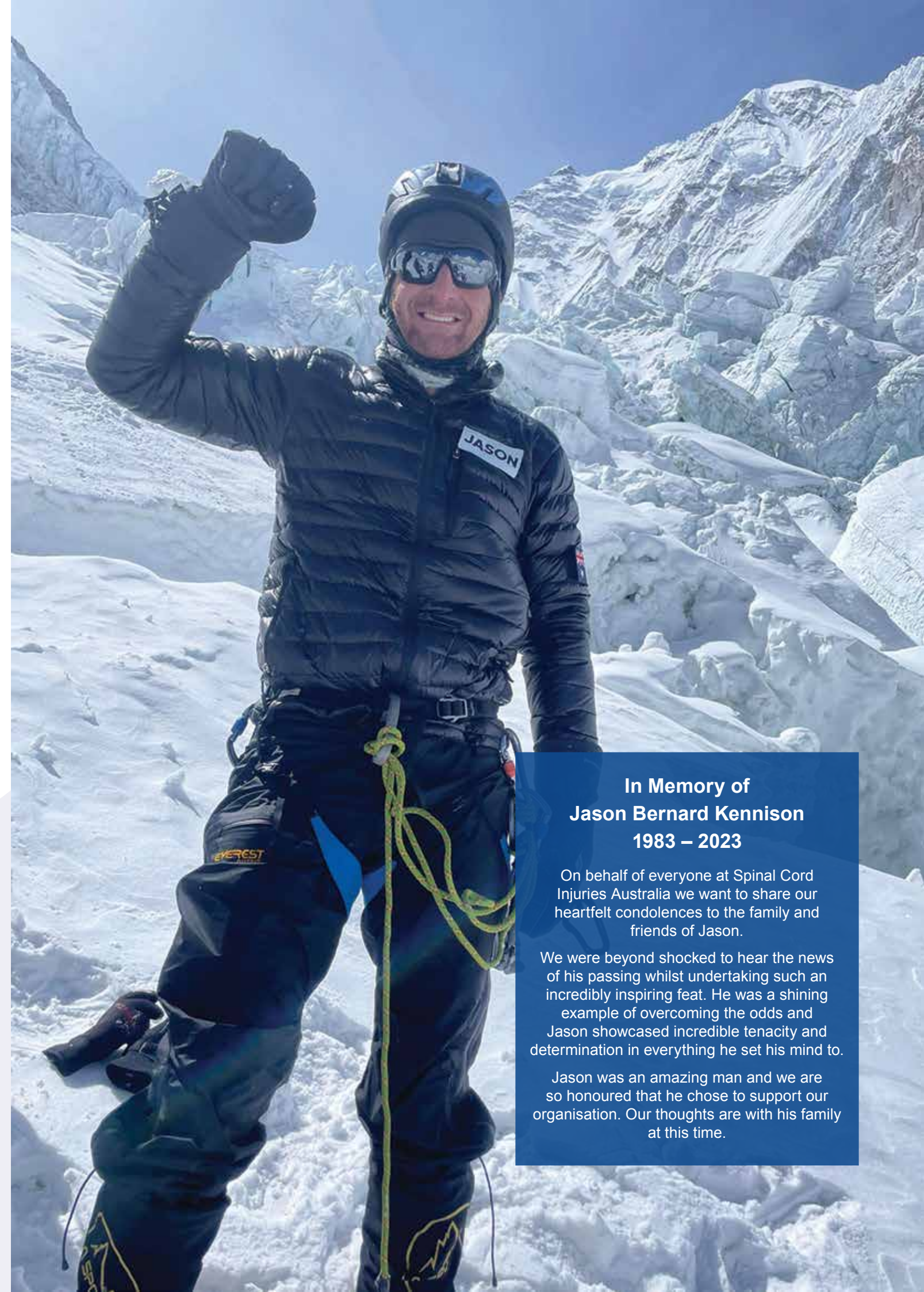


Jason Kennison

Jason was one to live a full life. He would put his mind to something, set a goal and achieve it. Whether that be playing footy as a kid, winning motor cross races, or working around the world in the mining industry and in high-risk environments.

He did all the training he could in preparation to achieve his new goal: climbing to the top of Everest. He trained anywhere he was able, including the mountains of New Zealand. He wanted to raise awareness and money for Spinal Cord Injuries Australia, keen to help others who had similar struggles to his own, so that anyone in a similar situation can get the support that they need and deserve wherever they are in Australia. Unfortunately, during this inspiring and bold adventure, Jason passed away on Everest.

But Jason leaves an everlasting gift for others: he raised over \$20,000 for SCIA. The beloved son of Jock and Gill, and brother to five siblings, his family are so proud of his achievements, knowing he made it to the summit – the highest place on this Earth.



In Memory of Jason Bernard Kennison 1983 – 2023

On behalf of everyone at Spinal Cord Injuries Australia we want to share our heartfelt condolences to the family and friends of Jason.

We were beyond shocked to hear the news of his passing whilst undertaking such an incredibly inspiring feat. He was a shining example of overcoming the odds and Jason showcased incredible tenacity and determination in everything he set his mind to.

Jason was an amazing man and we are so honoured that he chose to support our organisation. Our thoughts are with his family at this time.

Our Partners and Funding

SCIA can only achieve our goals through the continued support of our key partners. We are thankful for the various ways in which they support our initiatives and programs across the year.

As we continue to reengage face to face with stakeholders, we have reviewed our existing partnerships and other relationships to ensure we bring the greatest value to clients, members and interested parties. We're continuing to engage with our partners regularly to foster these relationships over time and enjoy the opportunity to improve how we interact with the community and those most supportive of SCIA's success.

We want to thank our partners for their support of SCIA. The below list is not exhaustive, but acknowledges some of the key partnerships we have in place:



Grant Funding

Grants enable SCIA to pilot new services, undertake strategic projects, establish programs in new locations, and upgrade NeuroMoves gyms with the latest equipment. We greatly appreciate every grant contribution received! Following are some 2023 highlights.

Expanding peer support to regional centres

A \$121,000 grant received from Newcastle Permanent Charitable Foundation is helping SCIA to expand the reach of our Peer and Family Support program in the Hunter region.

Feelings of isolation, depression and a lack of social connection for people living with spinal cord injury (SCI) are often exacerbated in regional areas where there's a lack of services and support once discharged from hospital. The Charitable Foundation grant enables SCIA to employ a local coordinator with lived experience to deliver community peer support, and social and learning activities. The program will help improve the wellbeing of people and families adjusting to life with SCI in the Hunter region.



In 2021, SCIA received \$96,337 from an ACT Healthy Canberra Grant over two years to establish a Peer Support program for people living with SCI in Canberra and nearby regions. The grant enabled us to establish the program, engage community stakeholders, and deliver services for people with SCI at University of Canberra Hospital and in the community.

A new grant from the John James Foundation is helping SCIA to continue our ACT peer support program in 2023-24. It will fund the employment of a Canberra-based Coordinator and help expand the program to new regional hospitals and community settings.



Creating new ways to connect people with disability to inclusive employment

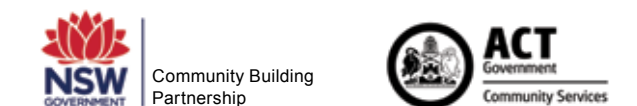
SCIA secured funding to grow our employment services with two multi-year grants from the Commonwealth Information, Linkages and Capacity Building program. This funding enabled SCIA to introduce new programs, including EmployAbility, an on-line job search program for people with physical disability. Another new program is Building Employer Confidence, designed to help employers offer inclusive workplaces to enable the employment of people living with a disability.



Building organisational capacity and skills at SCIA

Grants to help SCIA build its capacity as a for-purpose organisation are invaluable. This year, we were very grateful to receive several grants to upgrade our information services, technology and equipment. These included:

- An ACT Technology Upgrade grant helped our Canberra team to purchase desks, computers, AV equipment and accessories to deliver telehealth services and health seminars.
- A multi-year Information, Linkages and Capacity Building grant supported the development and production of the *Have the Nerve* podcast, skills learning videos, information articles and content management and technology infrastructure for the SCIA Resource Hub.
- The NSW Community Building Partnership program funded the upgrade of a standing frame at NeuroMoves Liverpool. The new frame is bigger and more versatile, able to support people with a greater range of disabilities.



Board of Directors



Shane Clifton, President

An ethicist and disability scholar, Shane's interests lie in exploring themes around the flourishing of people with spinal cord injury (SCI) and other disabilities. Shane was the Assistant Director, Policy in the recent Royal Commission into Violence, Abuse, Neglect and Exploitation against People with Disability; is Co-lead, developer and researcher at Hammondcare for the Engage program, exploring meaning and purpose after SCI; and is Honorary Associate, at the Centre for Disability Research and Policy, the Faculty of Health Sciences, the University of Sydney. Shane lives with quadriplegia.



Michael Rabbitt, Chairman

Michael has an extensive corporate career in the insurance industry at IAG and NRMA, giving 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.



Chris Nicholls

Chris owns and manages an accessibility consultancy, an 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 10 years. Chris has a background in IT and is a current Board Member at Wheelchair Sports NSW. He is a T6 paraplegic after a motorcycle accident.



Stewart Calderwood

Stewart's corporate background is in the finance sector where he has more than 25 years' experience working with organisations in the UK and Australia, currently 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.



Leesa Addison

Leesa is Chief Executive Officer of a technology consulting firm delivering independent strategic technology consulting services across Asia-Pacific. Leesa has specialised in enterprise business transformation and digital product development for over 25 years, working in technology and innovation as a consultant, Chief Information Officer (CIO) and senior executive.

Leesa was CIO of several membership and disability organisations and holds broad experience working across all types of business structures and sizes. She specialises in identifying and developing new products and solutions whilst building technology environments focused on transforming business models, operating environments and managing enterprise risk.

Leesa is also a Non-Executive Director for organisations in the mental health and education sectors, with a strong interest in advocacy, systemic reform and representing lived experience in person-centred care.



Paul Crane

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 standpoint, 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 currently the Chief Executive Officer of a global design and environmental practice. His previous role was as Chief Financial Officer of an Australia-wide architectural and design practice. He has extensive business and commercial experience across several industries. George previously worked for major companies such as PwC, CSR, GUD Group and Boral. He is a qualified accountant, lawyer and has completed an MBA.



Glen Davis

Glen 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 and robotic technologies, including neuroprostheses, for individuals with spinal cord injury and stroke, to improve their quality of life.



Michelina Pelosi

Michelina has worked in a variety of roles and industries, from administration to marketing and, in recent years, training and public speaking. Michelina has also owned her own bridalwear business and worked for organisations including Qantas, SC Johnson, TAFE NSW, PBF Australia and more recently, Total Ability and SDA Liveable Homes. Michelina has also worked for SCIA providing peer support.

Michelina has travelled extensively, promoting a lived experience to empower and encourage people with disability to live a life unbroken. She sustained a L2/T12 spinal cord injury following a motor vehicle accident in 1989.



David Ham

David is owner operator of Nundi, an 850-hectare wool-growing property at Oberne Creek in NSW. He is a high functioning incomplete quadriplegic following a bicycle accident in 2017, resulting in a spinal cord injury to C3/C4.

David has strong interests in sailing his International Flying Dutchman Class dinghy and continues cycling on a recumbent tricycle. He is also the deputy captain of the local RFS brigade.

David has a particular interest in the challenges facing people living with disability in regional Australia.

Clinical Governance and Research Committee

The SCIA's Clinical Governance and Research Committee meets quarterly to review research opportunities and oversee governance in our clinical services.

The Committee discusses topics related to clinical governance and research, and comprises expert academics, clinicians, people with lived experience and their family members. In the area of clinical governance, the Committee advises on strategies for quality improvement, risk assessment and mitigation and the policies and procedures of our of our clinical services – NeuroMoves, Peer Support, Emergency and Occasional Services and Resilience programs. In the area of research, the Committee informs strategies for research implementation in our clinical services and advises on research partnerships relevant to SCIA and the communities we serve.



SCIA also continued to fund important research projects.

Research

Over the past year, SCIA has promoted 20 research studies in our Research Corner, providing opportunities for our members to read about, or become involved in, research that aims to improve their lives.

SCIA also continued to fund important research projects including:

- A 3-year PhD research project in collaboration with the University of Sydney and the University of Technology Sydney to explore barriers and motivators for physical activity on a national-level survey.
- A 3-year PhD research project in collaboration with Western Sydney University focusing on rebuilding meaningful productive life roles following spinal cord injury (SCI), collaborating with consumers to design interventions that make a difference.

SCIA is currently recruiting for another 3-year PhD research project at Edith Cowan University (WA) to investigate the general health benefits of engaging in NeuroMoves exercise programs.

SCIA also continued to be involved with Project Spark, a partnership with NeuRA, SpinalCure Australia and CatWalk NZ that looks at improving upper and lower limb function through transcutaneous stimulation for persons with an SCI.

Clinical Governance

SCIA recognises the importance of external clinical oversight for our clinical services. Over the past year, the Committee provided advice and guidance on the operations of our Emergency and Occasional Services and Resilience Programs as well as the roll out of our Mental Health First Aid Training, our Employee Assistance Program, the Telehealth NeuroMoves service, and our Do not Resuscitate Medical Order Policy. Services benefit from the research, clinical and lived experience expertise of the Committee.

To stay up to date with SCIA's Clinical Governance and Research Committee initiatives visit <https://scia.org.au/research-corner/>.

Our Governance

Our Governance

SCIA places a very strong emphasis on its governance practices.

SCIA adopted a new constitution, based on the Australian Charities and Not-for-Profits Commission (ACNC) 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 of June 2023, the Board comprised 10 people. Seven of those have lived experience of spinal cord injury, and six are current wheelchair users.

The Board and various sub-committees meet bi-monthly.

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

- SCIA's Constitution
- SCIA Board By-laws
- Disability Inclusion Act 2014 NSW
- 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. These rules set 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 2023

	Note	2023 \$	2022 \$
Revenue			
Services income		12,775,610	11,680,137
Grants		2,517,693	2,496,873
Donations		553,080	451,161
Resident contributions		96,863	100,546
Interest income		29,849	34,401
Other revenue		265,367	131,416
	4	<u>16,238,462</u>	<u>14,894,534</u>
Other income			
Gain on sale of assets		108,119	-
Service NSW grants		-	992,027
	4	<u>108,119</u>	<u>992,027</u>
Operating costs			
Community development		(9,297,305)	(8,702,214)
Community services		(4,792,108)	(4,615,038)
Administration		(2,711,984)	(3,580,017)
Fundraising		(494,250)	(359,658)
Marketing		(203,494)	(424,525)
Development		(154,910)	(440,710)
Total operating costs	5	<u>(17,654,051)</u>	<u>(18,122,162)</u>
Loss for the year		<u>(1,307,470)</u>	<u>(2,235,601)</u>
Other comprehensive income			
Surplus on revaluation of land and buildings		-	570,000
Total comprehensive income		<u>(1,307,470)</u>	<u>(1,665,601)</u>

Financial Review

Statement of Financial Position As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	3,407,476	2,483,255
Trade and other receivables	7	<u>1,723,859</u>	<u>1,275,820</u>
TOTAL CURRENT ASSETS		<u>5,131,335</u>	<u>3,759,075</u>
NON-CURRENT ASSETS			
Other financial assets	8	193,606	193,606
Property, plant and equipment	10	2,354,291	3,497,796
Right-of-use assets	11	1,312,544	1,720,649
Intangible assets	9	<u>488,959</u>	<u>120,261</u>
TOTAL NON-CURRENT ASSETS		<u>4,349,400</u>	<u>5,532,312</u>
TOTAL ASSETS		<u>9,480,735</u>	<u>9,291,387</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	4,168,197	2,577,548
Lease liabilities	11	423,788	469,531
Other provisions	14	233,000	-
Employee benefits	13	<u>1,465,981</u>	<u>1,454,464</u>
TOTAL CURRENT LIABILITIES		<u>6,290,966</u>	<u>4,501,543</u>
NON-CURRENT LIABILITIES			
Lease liabilities	11	969,500	1,292,932
Employee benefits	13	186,016	150,189
Other provisions	14	<u>111,000</u>	<u>116,000</u>
TOTAL NON-CURRENT LIABILITIES		<u>1,266,516</u>	<u>1,559,121</u>
TOTAL LIABILITIES		<u>7,557,482</u>	<u>6,060,664</u>
NET ASSETS		<u>1,923,253</u>	<u>3,230,723</u>
EQUITY			
Reserves		320,000	570,000
Retained surpluses		<u>1,603,253</u>	<u>2,660,723</u>
TOTAL EQUITY		<u>1,923,253</u>	<u>3,230,723</u>

Financial Review

Statement of Changes in Equity For the Year Ended 30 June 2023

	Retained surpluses \$	Asset revaluation reserve \$	Total \$
Balance at 1 July 2022	2,660,723	570,000	3,230,723
Loss attributable to members of the entity	(1,307,470)	-	(1,307,470)
Transfer on sale of property	250,000	(250,000)	-
Balance at 30 June 2023	1,603,253	320,000	1,923,253

	Retained surpluses \$	Asset Realisation Reserve \$	Total \$
Balance at 1 July 2021	4,896,324	-	4,896,324
Loss attributable to members of the entity	(2,235,601)	-	(2,235,601)
Revaluation increment	-	570,000	570,000
Balance at 30 June 2022	2,660,723	570,000	3,230,723

Financial Review

Statement of Cash Flows For the Year Ended 30 June 2023

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	13,742,711	13,043,834
Payments to suppliers and employees	(16,288,505)	(17,608,766)
Donations received	553,080	451,161
Interest received	29,849	34,401
Receipt from grants	3,038,156	3,312,361
Net cash provided by/(used in) operating activities	1,075,291	(767,009)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of property, plant and equipment	1,070,000	-
Purchase of plant and equipment	(195,487)	(247,389)
Purchase of intangible assets	(432,577)	(31,311)
Net cash provided by/(used in) investing activities	441,936	(278,700)
Payment of lease liabilities	(593,006)	(426,284)
Net cash used in financing activities	(593,006)	(426,284)
Net increase/(decrease) in cash and cash equivalents held	924,221	(1,471,993)
Cash and cash equivalents at beginning of year	2,483,255	3,955,248
Cash and cash equivalents at end of financial year	3,407,476	2,483,255

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 2023, 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 2023 and of its financial performance for the year 30 June 2023 then ended; and
- b) complying with Australian Accounting Standards – Simplified 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 2023, 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.

PKF(NS) Audit & Assurance Limited Partnership is a member of PKF Global, the network of member firms of PKF International Limited, each of which is a separately owned legal entity and does not accept any responsibility or liability for the actions or inactions of any individual member or correspondent firm(s). Liability limited by a scheme approved under Professional Standards Legislation.

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.

PKF

PKF

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SCOTT TOBUTT
PARTNER

26 OCTOBER 2023
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:



Support Us

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- ✓ **Leave a gift in your Will**
- ✓ **Engage in our services**
- ✓ **Commit to a regular gift**



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Spinal Cord Injuries Australia



ABN Number: 93 001 263 734