Spinal Injuries
ASSOCIATION
Our
2012
annual report

Member John MacPherson at Redcliffe Place in Brisbane

Our values

Contents:

Our role	2
Our patron	3
Our president	4
Our achievements	5
Our board	6
Our CEO	8
Our members	10
Our managers	12
Our campaigning	13
Our services	14
Our presentations	18
Our champs	19
Our events	20
Our supporters	22
Our treasurer	24
Our finances	25

Front page image: Member Bradley Mark shooting in the IPC World Cup, where he won gold.
Pic: Australian International Shooting Ltd

Supporting Members and Clients

Innovation and Creativity

Valuing our People

Striving for Excellence

Stewardship of Resources

Peter Harre takes the bungee plunge in Cairns

Our role

It may sound strange at first, but here at the Spinal Injuries Association, we don't care for people.

We support and empower them.

There's a big difference.

OUR members and clients are living their lives to the fullest, just differently than they used to. They have husbands and wives and families. They have exciting jobs and careers, play sports, travel overseas and contribute to their local communities in all sorts of ways.

The Association is proud to be a Quality Assured, not-for-profit, membership-based organisation, representing 2,000 members and clients around the state. Our offices are located in Brisbane and Townsville.

Our vision: That people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of, and contribute to, the fabric of their region.

Our purpose: Enhancing the lives of people with a spinal cord injury.

Our values: Supporting Members and Clients, Valuing our People, Innovation and Creativity, Strive for Excellence, and Stewardship of Resources.

In essence, our role is to provide support to men and women with services including personal assistance in the home, employment assistance, advocacy on a wide range of issues, and healthcare and lifestyle advice. Our services range from supporting a newly-injured person still in hospital, to providing assistance and advice throughout that person's life as required.

But we are so much more than just a service provider. We are there for them when they need us, from injury to independence.

We don't make decisions for people. We make sure they have a choice and the right to make that choice.

Our patron

ANYONE who watched the events involving wheelchair athletes at the recent, highly successful London Paralympics will have been captivated by the passion, commitment, skill, fitness and often the daring of the athletes involved and, I hope, by the remarkable degree of sportsmanship and camaraderie displayed at every Games venue.

Behind each one of those wheelchair athletes, including the many Australians who competed, is a story of tragedy and triumph – tragedy brought about by a spinal injury acquired by accident or illness, and triumph in overcoming great challenges, in re-building lives, in achieving maximum independence, and in the pursuit of ambitious personal goals.

Of course, the vast majority of those living with spinal injuries are not elite athletes and tackle these daunting challenges out of the spotlight – and, if they are fortunate, they will have the support of a network of medical professionals, family, friends, carers, colleagues, employers, and researchers – and of an organisation like the Spinal Injuries Association.

In the pages of the Annual Report that follow, readers will find an account of the Association's major contribution in 2011-2012 to Queenslanders living with spinal injuries. The range of the Association's programs is impressive, including prevention through imaginative and highly effective programs such as SEAT, practical advice and information, support in the home, advocacy and community education. Added to this is, of course, the major effort needed to lead, manage, administer and raise funds for a not-for-profit organisation.

As Patron, I congratulate the Board, Executive Management and staff of the Association on their achievements in 2011-2012 on behalf of their clients in this State, I thank the many public and private sector organisations and individuals who have made invaluable and on-going contributions to the work of the Association, and I wish the Spinal Injuries Association a successful and fulfilling year ahead.

Penelope Wensley

GOVERNMENT HOUSE
QUEENSLAND

Her Excellency Ms Penelope Wensley AC, Governor of Queensland

Our president

THIS has been a very challenging year for us financially. The board has had to make some very difficult decisions and take a hard line to ensure our sustainability in difficult financial times. We realise this has impacted on our members and clients but the end result is positive, with the Spinal Injuries Association producing a close to breakeven budget. We now have a strong foundation to move forward.

The Spinal Injuries Association is working with Every Australian Counts (EAC), spinal injury organisations in other states, the National Disability Services and the G8, a body of the largest disability service providers in Queensland, along with other organisations and groups, to continue campaigning for a swift introduction of a workable National Disability Insuracne Scheme (NDIS) and National Injury Insurance Scheme (NIIS). Many staff and members have attended the EAC rallies. I was invited to speak at the rally in Brisbane City on 30 April and delivered a strong message on how the NDIS and NIIS are an investment for Australia and for the future.

It would revolutionise disability services. The facts do not lie – an NDIS and NIIS would not only signal enormous social change, but the potential economic benefits would also be significant. Economic analysis indicates that if just 10 per cent of carers were able to return to the workforce because their family member with a disability had appropriate personal support, there would be a $3 billion boost to the economy. Or, if just two per cent of people with a disability could come off the pension to work because they had appropriate employment training, then there would be an injection of $2.5 billion into the economy. An NDIS could transform all our lives, not just now but also into the future.

There is still a lot to do to make sure the NDIS and NIIS are introduced properly and will benefit our members. Meanwhile, the Association is gearing up for the introduction of the NDIS, including potential business opportunities that may arise. We are continuing to explore opportunities to develop stronger links with the other states' spinal cord injury peak bodies. We are working together to build a national alliance that may help us work together towards mutual goals, such as the NDIS, advocacy, raising our profile in Queensland and nationally and creating a stronger voice to petition governments.

In November, we farewelled Alex de Waal, who had served on our board for four years, including two years as vice president. Thanks to Alex for his tremendous input and support. We wish Alex all the best in the future. Alex was replaced by Bill Simpson, who brings excellent business and marketing skills, a high level of IT knowledge and also external board experience. His election brought fresh perspective to the group and energised us in facing the challenges the financial year 2011/2012 brought.

We also welcomed a new CEO, Bruce Milligan. Bruce's first year was extremely challenging and he has worked with the board closely to bring the Association to where it is now – with a strong foundation to move forward strategically.

David Riley
President

Our achievements

Personal Support Plus

- DELIVERED almost 460,000 hours of care, assistance, access and work-based assistance for members and clients;
- Helped members and clients live their lives as they choose (working, time with family and friends, being involved with their community);
- Supported 27 newly-discharged patients to return home and set up their personal care services.

Peer Support

- GAVE invaluable support, encouragement and information to 82 individuals undergoing rehabilitation in the Spinal Injuries Unit, and their families;
- Presented the Discovering The Power In Me (DPM) workshops throughout the state. DPM gives people skills to move forward with rebuilding their lives after a spinal cord injury.

Spinal Advisory Service

- 473 clients received more than 5,000 visits;
- Supported members and clients to choose and receive vital equipment;
- Assistance with applications for funds, assisting clients and members to understand government systems and offering support with modifications that may be required for their home environment.

Fundraising, Communication and Injury Prevention

- RAN a strategic campaign involving media, events and member communication for the introduction of NDIS and NIIS;
- Reviewed member communications and developed a program to deliver relevant and practical information through the advocate magazine, website and social media channels;
- Delivered 2012 Classic Wallabies Lunch, raising more than $85,000;
- Ran events and programs to raise funds and increase awareness;
- A total of 92,390 young people saw a SEAT (Spinal Education Awareness Team) presentation this financial year, delivered by 20 volunteers giving a spinal safety message;
- Newly-established SEAT at Work continues to grow. We have presented our workplace injury prevention messages to some of Queensland's blue chip organisations.

Employment Options

- PROVIDED employment assistance to more than 250 people with a physical disability;
- Supported people to identify possible career opportunities;
- Assisted with employment placement;
- Helped clients remain in employment;
- Worked with clients to ensure access to equipment and modifications to assist them in the workplace;
- Educated employers about having employees who have disabilities.

Advocacy Support

- INDIVIDUAL members have benefited from advocacy support;
- Twenty member networks are active partners in ensuring a more informed and inclusive Queensland community;
- Campaigns, including the NDIS and NIIS, have resulted in a strong, united voice for change.

Information Services

- PROVIDED information and advice on more than 500 occasions;
- Assisted members with access to government schemes, latest research and information relating to accessible accommodation and equipment.

Our board

David Riley

Meeting attendance: 11
Responsibilities: President; ex-officio member of all committees

DAVID has qualifications in Sports Science, which gives him an acute perspective of the impact spinal cord injury has on the human body. He is a peer mentor and regularly visits the Spinal Unit at PA hospital. Prior to his accident in 1995, he taught Anatomy, Physiology, Health, Nutrition and Fitness Leadership.

He has significant committee experience as a past president of the Queensland Fitness and Health Association. David was also the senior consultant at the International Business Unit of TAFE Queensland, and ran his own successful business. His experience provides a clear understanding of issues relating to government funding and managing a not-for-profit organisation.

Des Ryan

Meeting attendance: 11
Responsibilities: Chair, Nomination and Review Sub-Committee

DES was elected to the Association's Management Committee in 1995, becoming Vice President in 1996 and President from 1999 until early 2007.

After studies in Information Technology in 1995, Des began continuing work with Community Solutions and his database development business Abled Disabled in Central Queensland. He was a recipient of the Rotary Paul Harris Fellow Award in 2000 and 2012.

Bill Simpson

Meeting attendance: 7
Responsibilities: Committee Member, Audit Risk and Finance Sub-Committee

BILL has been employed in the IT Industry for almost 40 years and has held many senior positions in organisations ranging from director, regional and state manager to operations manager. He completed his MBA at QUT in 2001 and is a graduate of the Australian Institute of Company Directors. He was also the recipient of the Australian Computer Society's Business Professional of the Year 2005 award.

Bill has been a member of the Spinal Injuries Association after sustaining T12 incomplete paraplegia in 2009. He understands the Association's clients' needs and requirements, and would relish the opportunity to assist in the development and delivery of better systems for the Association's members. He joined the committee in November 2011.

Alan Ashford

Meeting attendance: 10
Responsibilities: Committee Member Nomination and Review Sub-Committee

ALAN has been a member of the Spinal Injuries Association for over 40 years and is recently retired after more th an 40 years in the government-owned electricity supply industry.

Alan has a Bachelor of Science and has had various roles in IT, from computer programmer to business analyst. He is particularly interested in access issues and community attitudes towards disability.

Peter Hall

Meeting attendance: 10
Responsibilities: Committee Member Audit Risk and Finance Sub-Committee

PETER has 30 years' experience in senior executive positions in the public and private sectors. Peter has served on both company and advisory boards for 20 years and has an Australian Institute of Company Directors Diploma, Master of Business Administration, Bachelor of Business Management and Certificate in Building.

Mark Dillman

Meeting attendance: 10

MARK has an extensive background in law and is a Principal at M+K Lawyers, where he practices primarily in commercial litigation and commercial advisory work. Mark also has experience in advising the not-for-profit sector and, in particular, churches, church and community-owned hospitals and aged care facilities, and the RSL.

He has been a member of the board of the Wesley Hospital, served on its finance committee, and has served on the ethics committee for Blue Care. He retired from the board of St Aidan's School Council at the end of 2011 after seven years' service, with the last period spent as its chair. During that time, Mark also served on the school's finance committee and risk committee.

Vicki Field

Meeting attendance: 8

LONG-TIME member of the Association, Vicki is currently employed with the Queensland Department of Housing as a policy officer. She has a Bachelor of Economics and is particularly interested in issues of social justice.

Vicki is passionate about improving opportunities for people with a spinal cord injury.

Richard Boys

Meeting attendance: 7
Responsibilities: Treasurer, Chair Audit Risk and Finance Sub-Committee

RICHARD is a management consultant and former Chief Financial Officer of CS Energy Limited, a Queensland Government-owned corporation and major provider of electricity to the national electricity market. He has more than 30 years of experience in senior management roles in the energy, mining and resource sectors, and has been a director and chair of the Audit, Risk and Finance Committee of the Spinal Injuries Association since 2007.

He is a director of the Australian Institute of Management (Qld and NT) and is also chair of the Audit and Finance Committee of the institute. He holds a Bachelor of Commerce Degree and a Master of Business Administration. He has extensive experience in the areas of financial management, corporate governance and government relations.

Steven Pack

Meeting attendance: 9

AN Association North Queensland member, Steven joined the committee in early 2011.

Steven has almost 20 years' experience in the hospitality industry, including time as a chef, restaurant owner and commercial kitchen designer.

Alex De Waal

Meeting attendance: 3
Responsibilities: Vice President

Alex joined the Management Committee in 2007. He became Vice President in 2009 and resigned from the board in November 2011.

Our CEO

THE ever-changing political landscape has certainly made the 12 months from 1 July 2011 to 30 June 2012 an interesting time to be in the disability sector.

With the election of Campbell Newman to Queensland Premier in March 2012, we have been busy introducing ourselves to the new LNP government and the Ministers and portfolios who are most relevant to the Association. A meeting with the Minister for Communities, Child Safety and Disability Services, The Honourable Tracy Davis has been arranged for later in the year and we will continue to speak with the Government and advocate on behalf of our members regarding issues that directly affect them and the Association.

On 30 April, our Association had a strong presence at the Brisbane rally that marched for the implementation of a National Disability Insurance Scheme (NDIS), including a National Injury Insurance Scheme (NIIS). It was terrific to march with members and staff from South Bank to Redacliff Place in the CBD, alongside thousands of other NDIS supporters.

That day, Prime Minister Julia Gillard announced that an NDIS will start in four pilot sites from July 2013 and will support up to 10,000 people. This is expected to grow to 20,000 people being supported in the new system by July 2014.

It was also announced that a new National Disability Transition Agency will be established.

Queensland will not be one of the NDIS trial sites, and at the time of print, the Queensland Government has not committed any funds towards holding a trial in our state. While we are disappointed with this outcome, we will continue to advocate for the NDIS implementation as it is essential for the future of 82,000 Queenslanders who have a permanent disability and will enable them to receive essentials such as equipment and personal care. Our advocacy will focus on ensuring the NDIS is implemented as per the recommendations set out by the Productivity Commission (PC) in 2011. The Queensland Government has stated they support the NDIS's objectives and that they will be at the table come 2018 when the scheme is expected to be fully operational nationally.

Keeping in touch with Spinal Injuries Association members is now easier than ever before through social media and emails. The organisation's Peer Support private group on Facebook has been a fantastic avenue for members and clients to connect with other people in the community who have a spinal cord injury.

The Peer Support Team's Discovering the Power in Me program was run five times in Brisbane and a number of regional areas throughout 2011 and 2012, delivering this powerful tool to more than 55 participants, including our members, their families and carers. I am delighted that we have been able to secure additional funding so we can continue to offer this program in the years ahead.

Almost 460,000 hours of personal support was delivered by over 600 Personal Support Workers during the financial year; while our Spinal Advisory Service saw 473 clients during 5,075 client contacts; Employment Options secured $430,447 in workplace modifications in 2011-2012; while Community Development case managed an average of 20 individual member advocacy matters per month in addition to progressing strategic and systemic issues such as the NDIS on behalf of the Association's membership state-wide.

An exciting new event was launched by the Spinal Injuries Association in this financial year. Called Take My Seat, it is a fantastic fundraising and awareness-raising initiative that we have held twice in Townsville and once in Brisbane to date. High-profile business and community leaders from those regions spent a morning using a wheelchair to better understand the associated challenges of having a spinal cord injury. Each participant is partnered with a member of the Association to 'chaperone' their journey through the area and provide some pointers on how best to navigate the environment. They also fundraise as part of their involvement, and the event always receives considerable media and publicity.

The feedback from Take My Seat is always overwhelmingly positive and it is an important opportunity for the Association to raise awareness with people who have 'clout' in the community, with participants most commonly noting that they had no idea how difficult it was to use a wheelchair or the challenges that our members and clients face.

2011/12 has been challenging in terms of the economy and legislative changes, which have impacted on the Spinal Injuries Association.

In late 2011, we met with then Minister for Disability Services Minister Curtis Pitt regarding the clear need for an increase in grant funding to the Association as the cost of providing services rises and the need among members also increases. We will continue to advocate on this issue and lobby the Government to develop strategies that will improve our financial position.

The reach of Member Networks has grown and now boasts 20 networks around Queensland.

In early 2012 we had a large number of our members who have polio attend the annual Polio Wellness Retreat, which was held at Coolum. This was a great opportunity for these members to hear from health and wellness professionals working in the field of post-polio, as well as a chance to meet people from all over the country who experience similar symptoms.

The second annual Inclusive Community Champions awards driven by Member Networks was another success in late 2011. As well as the 12 regional awards, there was an ICC State Awards held at Government House, with Spinal Injuries Association Patron, Her Excellency Ms Penelope Wensley AC, presenting four finalists and one state ICC winner with their accolades.

Twenty-five years of the Spinal Education Awareness Team (SEAT) program was celebrated in 2012!

In that time, more than 1.5 million Queensland school children have viewed a SEAT presentation, with more than 100,000 children, on average, now seeing SEAT annually. Now in its second year, the SEAT at WORK program continues to thrive, with our volunteer presenters flying all over the country delivering their powerful stories to employees in sectors including transport and construction.

Of course, the hard work and dedication that our 700 staff around Queensland have shown during the past 12 months is to be commended. Their contribution ensures the Association continues to achieve great outcomes for members and clients.

As we look ahead, the Spinal Injuries Association's focus in the next three years is on becoming: A Service Provider of Choice; An Employer of Choice; A Responsive Business Model; and An Advocate of Choice.

The future development of the Spinal Injuries Association is exciting indeed and I look forward to experiencing it with you, our valued members and clients.

Bruce Milligan
Chief Executive Officer

Our members

Wayne Leo and Scott Stidston were awarded Order of Australia medals in the 2012 Queen's Birthday Honours List

Scott Stidston OAM

"The Order of Australia is the most notable way that people who go above and beyond in our community are rewarded in our country and the Spinal Injuries Assocation is delighted that Wayne and Scott have been so publicly recognised."

Bruce Milligan, CEO

Her Excellency Ms Penelope Wensley AC, Governor of Queensland, with Wayne Leo OAM

Awards and honours

- 2011 Senior Australian of the Year Queensland Awards – SEAT presenter Wayne Leo was named as a state finalist;
- 2011 Queensland Regional Achievement Awards – Member Networks named as one of 10 state finalists;
- 2011 Fundraising Institute of Australia – Scott Stidston named national Volunteer of the Year;
- 2011 Townsville City Council's Annual Arts Awards – Spinal Injuries Association event ARTscape won the Regional Arts Development Fund category;
- 2011 Townsville City Council Creating Inclusive Communities Awards – Spinal Injuries Association named as a finalist;
- 2012 Queen's Birthday Honours List – Wayne Leo and Scott Stidston awarded Order of Australia medals;
- 2012 McPherson Awards – Gold Coast Post Polio Network Facilitator Lyn Glover recognised with an award, which honours volunteers in her local electorate;
- 2012 Wide Bay Awards – SEAT presenter Mark Farrell won the Community Volunteer Award.

ARTscape won the Regional Arts Development Fund category at Townsville City Council's Annual Arts Awards

"I believe the support groups send a message that 'you are not alone' and I appreciate the great information and support given by my peers and the Spinal Injuries Association."

Lyn Glover, Gold Coast Post Polio Network Facilitator

Our managers

Bruce Milligan - Chief Executive Officer

BRUCE joined the Association in 2011 after 20 years in the human services sector in positions across health, aged care, disability and community services. Bruce has held senior executive positions in Queensland Health, Blue Care, was CEO of the Cerebral Palsy League, and Deputy Director-General of Disability Services Queensland. He is a member of the National Disability Services Queensland Committee and a graduate member of the Australian Institute of Company Directors.

Frances Porter - Member and Client Services Manager

AFTER beginning her nursing career in a Brisbane hospital's spinal unit, Frances began work with the Spinal Injuries Association in 1988. She oversees four services within the Association: Spinal Advisory Service, Employment Options, Peer Support and the Information Service.

John Mayo - Community Development General Manager

JOHN joined the Spinal Injuries Association in 1994, advocating for services for people with a spinal cord injury and their families by working cooperatively with government, business and the community. He leads the Association's Inclusive Communities program, aimed at maximising the social and economic performance of venues and regions. John is involved in project consultancy and training about equity and access issues.

Paul Mansell - Technology and Infrastructure General Manager

PAUL has enjoyed a varied career, working in defence, education, electrical engineering and technology, and held senior management positions in IT, marketing and project management. Paul leads the Technology and Infrastructure team, aligning a technology vision with business strategy by integrating the Association's processes with appropriate technologies.

Paula Holden - People, Learning and Culture General Manager

PAULA has developed her career in a variety of industries in both the public and private sector and is a state council member on the Australian Human Resources Institute. Paula leads the team that oversees the areas of HR, Recruitment, Safety, and Learning and Development. Paula is dedicated to best practice and sound leadership of our people to ensure optimal performance for the Association.

Kathryn Farrell - Fundraising, Communications and Injury Prevention General Manager

KATHY has a strong background in all aspects of fundraising and relationship management. She has significant experience working for the not-for-profit sector across diverse areas, including marketing, communications and events management. She is a member of the Fundraising Institute of Australia.

Pauline Davis - Personal Support and HomeCare Services General Manager

PAULINE has extensive experience in human service delivery agencies, including child safety, youth justice and, most recently, disability services. Pauline has significant experience in implementing major change and in guiding and managing staff through difficult organisational change processes. She has a Bachelor of Social Work from the University of Queensland.

Jo McLaren - Finance and Quality General Manager

JO joined the Association in 2005 as an experienced accountant from the not-for-profit sector. Jo was subsequently appointed to the position of finance manager before being appointed Finance and Quality general manager. Jo is committed to quality principles and the pursuit of business excellence across the Association. She has a Bachelor of Business (major in Professional Accounting) and is a member of the Institute of Public Accountants.

Our campaigning

National Disability Insurance Scheme

THE past year has been a mixture of highs and lows regarding the implementation of a National Disability Insurance Scheme (NDIS).

On 30 April, 2012, each capital city staged a mass rally in their CBD to show the public support of a NDIS (see pictures on right from the Brisbane rally).

Prime Minister Julia Gillard used that opportunity to announce an initial $2 billion of federal funding towards the rollout of the scheme. This amount will cover trials in four sites across Australia, as well as administrative costs associated with establishing the NDIS.

Around the same time, the newly-installed Queensland Government said while they supported the objectives of a NDIS, the state did not have the money to contribute to the scheme.

The Spinal Injuries Association has been actively campaigning the government and raising awareness in the community via the media to demonstrate that a NDIS would not only be humane, but economically sound.

At the time of going to print, the Queensland Government launched the 'Your Life Your Choice' framework for self-directed support for people with disabilities. In October, families on the Family Support Program who receive recurrent funding were invited to consider using self-directed funding. From 2013, there will be further opportunities for people with other individualised funding to self-direct.

Our staff, members and supporters taking part in the NDIS rally in Brisbane CBD in April.

Paul Bailey fishing with his son Mitchell

Our services

Peer Support

THE Peer Support program is designed to support individuals, and their families, following a spinal cord injury. Our team is there for people from the early days in hospital, during rehabilitation and through the challenges of major life changes.

The Peer Support team has supported approx. 82 clients in the spinal unit this year, as well as providing support to a large number of family members. The team's involvement in the unit has continued, with the staff facilitating the patient and family forums, as well as writing a monthly newsletter.

Five Discovering the Power in Me workshops (55 participants) were held throughout the year, with the team delivering the course in Townsville and Cairns this year, much to the appreciation of regional members.

Personal Support Plus and Homecare Services

PERSONAL Support Plus and Home Care has more than 600 skilled and dedicated staff that provided over 459,000 hours of support for individuals with a physical disability and our veterans. The Association's Veteran Home Care program continues to expand and deliver a high standard of care to our clients.

In April 2012 we were delighted to secure Pauline Davis as the General Manger of Personal Support & Homecare Services. Pauline has been looking at a number of issues that have been impacting on staff, clients and the quality of the services we provide. The department has been working towards ensuring the Association provides the best service available to people with a spinal cord injury and to ensure that we are seen as the 'Service Provider of Choice' for our members and clients.

Personal Support and Homecare Services has been developing a self-directed/self-managed model of support for our clients while also continuing to develop the costed roster project and the client portal. The Client Portal will provide "real time" access to usage of hours and funds so balances can be tracked at any time.

Member Networks

The Member Networks comprise the Spinal Injuries Networks, Post Polio Networks and Transverse Myelitis Network. The networks are clusters of members in areas across Queensland. The Member Networks represent the Association in their local area, build relationships, foster an inclusive community, resolve local issues and contribute to the social and economic fabric of their region.

The Member Networks have been involved in advocating for an NDIS with attendance at a number of NDIS forums across the state. Representation to Members of Parliament has also occurred to give voice to the need for an NDIS.

Dr Peter Nolan, a Toowoomba-based physician, spoke to Post Polio Network members during Post Polio Awareness Week about Post Polio in his presentation entitled 'Bones, Groans and Moans — Addressing the Issues of Osteoporosis, Fatigue and Chronic Pain'. Network members appreciated the information given by Dr Nolan, who has extensive knowledge about the respiratory complications of people with Post Polio Syndrome.

The Transverse Myelitis Network invited Professor Graham Martin, Director of Child and Adolescent Psychiatry at The University of Queensland, and Clinical Director of Royal Children's Hospital Health Service District Child and Youth Mental Health Service (CYMHS) to speak to the network at Transverse Myelitis Awareness Day in May about 'Taking Charge of Our Own Recovery'.

The Take My Seat initiative engaged a number of members of the Spinal Injuries Networks in Brisbane and Townsville. The fundraising and awareness event requires people in the general community to use a wheelchair and be chaperoned by a member of the Association. Participants are given a variety of activities to accomplish, such as using an ATM, trying on clothes, using different gradient footpaths and accessing a lift.

North Queensland

THE North Queensland and far North Queensland service continues to grow.

Personal care, spinal advisory and equipment hire services were offered to 48 Personal Support Plus clients, 130 Spinal Advisory Service clients, as well as to members, by the 12 regional staff.

Member support and advocacy was provided through network meetings, participation by our members in community meetings focussed on issues relating to inclusion, access and the NDIS. The successful SEAT in schools program continued to be facilitated regionally to 65 schools.

North Queensland continued its focus on innovative fundraising and awareness-raising events. Take My Seat again prompted thought about access issues for our business leaders, who took to a wheelchair for half a day as well as raising much-needed funds for North Queensland. Cruise For A Cause contributed to fundraising efforts and provided an opportunity for the public to hear our safety messages. ARTscape the documentary followed the journey our members took in producing art and theatre performances with personal messages.

The Peer Support Team having a chat with patients on the deck outside the PA Spinal Unit.

Jeremy May at his business Speedy Ad Spares in Bundaberg

Our services

Spinal Advisory Service

ENSURING our members are aware of the best support and equipment options available, the Spinal Advisory Service provides valuable information and advice on health and lifestyle issues, equipment and government services to individuals, their families, health and community workers, as well as carers.

It has continued to expand its services to members, with the majority of staff becoming accredited to provide workplace and vehicle assessments. This has allowed the service to develop a fee-for service arm with the income assisting with the funding of the service.

The North Queensland office has further extended its relationship with James Cook University with 10 third- and fourth-year OT students undertaking placements, as well as physio observation sessions. The team provided a service to 473 clients state-wide during 5,075 visits, and 20 regional visits were undertaken to clients.

Employment Options

EMPLOYMENT Options is the industry leader in employment for people with a physical disability. Its staff identify employment opportunities and provide support – at no cost – to help people obtain and maintain employment, including assistance with workplace modifications and career progression.

While achieving high job placements, Employments Options has remained committed to sourcing sustainable employment with exceptional numbers of placements staying in employment for more than 26 weeks.

This supports Employment Options' objective of "seeking a career for people, not just a job". Employment Options has also commenced working with people whose job is at risk due to injury, illness or disability, and this has allowed them to expand their services into non-traditional areas and further developing relationships with employers.

This year, there were 113 employment placements, 12 education placements and 70 full 26-week outcomes with 251 current clients registered.

Access and Advocacy

THE Community Relations department changed its name to Community Development to better reflect its portfolio of services. The department is responsible for dealing with strategic, systemic, network and individual advocacy issues and is responsible for the Community Linking program, the Member Networks (comprising Spinal Injuries, Post Polio and Transverse Myelitis), and operates the Access Solutions fee for service business.

Advocacy work in earlier years for local governments to adopt Inclusive Community policy and action plans paid dividends in 2011 with Brisbane City Council, Sunshine Coast Regional Council and Rockhampton Regional Councils proceeding with action plans, whilst Gold Coast City Council and Townsville were among those that announced their intention to develop plans.The Inclusive Community Champion Awards for 2011 drew excellent nominations statewide and local government partnered the Association in hosting regional award presentations, culminating in four state finalists being named and awarded by the Governor of Queensland at Government House.

Federal and state government were continually engaged by Association members to support the National Disability Insurance Scheme. Their letters, personal accounts and public marches (eg Brisbane, Rockhampton) helped to awaken the wider community to the inadequacy of current funding arrangements and the social and economic benefits of the NDIS, as it has become affectionately known.

The Commonwealth government announcement of an intention to create a new Anti Discrimination Act as a contemporary replacement for existing discrimination legislation created an opportunity for achieving 'inclusion' through legislation. In the Association's submission to the Attorney-General for the proposed Commonwealth Anti Discrimination Act, we wrote a 'provision' for inclusion in the new Act for government departments at each tier of government to report on access, equity and inclusion through action plans. Our submission is on the Attorney-General's website.

Advocacy success has included refurbishment to secure accessible seating in Readings Cinema complex at Townsville's Cannon Park Shopping Centre; re-dressing rental property discrimination and being denied access to national parks. The Association was also active in Queensland Transport reviews of regional Maxi Taxi services. The Association, through member Dr Margaret Peel, made representation to the House of Representatives Standing Committee on Health and Aging about the services required by people with the late effects of Polio, which led to a valuable list of recommendations by the committee to the government.

Local government election forums conducted in Townsville, Bundaberg and Toowoomba were a sound investment for the Association, given they produced good Member Networks engagement with political candidates and media on issues.

Information Service

THE Information Service provides information and resources for people with a spinal cord injury, their families and the community.

The service has continued to provide members, staff and the general public with information through various mediums. This includes emails, phone calls and the Association website.

The Information Service has focused on developing a comprehensive Useful Links site on the website, as well as sourcing information for people accessing the webpage.

Equipment Hire

EQUIPMENT Hire provides a range of equipment such as wheelchairs, hoists, mattresses and cushions which are available for short or long-term hire.

102 Queensland clients and 23 interstate visitors accessed the Association's equipment hire services during the 2011 – 2012 financial year with the most popular equipment requests being for shower commodes and hoists for holiday use.

We continue to receive positive comments and feedback about the provision of this service from our members, clients and visitors.

Our presentations

The Association is committed to preventing spinal cord injuries by fostering community awareness and injury prevention activities

Spinal Education Awareness Team (SEAT)

SINCE 1987, the Spinal Injuries Association's Spinal Education Awareness Team (SEAT) has inspired Queensland children from Prep to Year 12 to stay safe and injury free.

In its 25th anniversary year in 2012, SEAT celebrates a major milestone – more than 1.5 million children have seen a SEAT presentation!

The power of the SEAT program is its 20 amazing volunteer presenters. From regions including Stanthorpe, the Gold Coast, Rockhampton, Mackay and Cairns, our presenters all have spinal cord injuries and use wheelchairs. They generously share their very personal experiences with the ultimate aim of preventing spinal cord injuries in others.

Each year, SEAT visits, on average, 100,000 school children at hundreds of primary and secondary schools in every corner of the state.

Thanks to the continued support of major sponsors, SEAT is fully funded, which means the program is free to all Queensland schools.

SEAT presenters Kristee Shepherd at Brisbane Girls Grammar School and Robert Spencer with workers at property developers Watpac.

During the 2011-12 financial year, SEAT presenters volunteered 3,591 hours of their time and travelled 105,705 kilometres around Queensland to deliver presentations.

As an Education Queensland accredited program, SEAT uses innovative ways to make their messages more appealing to children. In November 2011, the program launched a multimedia program that is shown at primary school presentations. Created thanks to generous grants received from the Ian Potter Foundation and the Mazda Foundation, the program is engaging, modern and interactive. It also features short videos of presenters doing everyday things such as getting out of bed, driving, brushing their teeth and swimming, to demonstrate that these things can still be done – although a little differently – following a spinal cord injury.

In May 2012, SEAT took its safety message out west, travelling 5,000 kilometres to visit eight schools from Townsville to Mt Isa, including Camooweal State School, just a few minutes from the Northern Territory border!

In June 2012, two of our tireless SEAT volunteers – Wayne Leo and Scott Stidston – were recognised for their dedication to the program by being honoured with Order of Australia Medals. Wayne, from Brisbane, is a founding member of SEAT and has spoken to more than 300,000 children during his time with the program. Scott, from Ayr, has been a SEAT presenter for 18 years and is well-known in North Queensland for his involvement in both SEAT and community development.

SEAT at WORK

The Association's SEAT at WORK program, which was established in 2010, continues to grow, with five presenters travelling all over Australia to speak to workers in industries including mining, construction and transport. The SEAT at WORK presenters are all volunteers and most of them sustained their injury in high-risk industries. The program continues to grow and we are excited about the potential that SEAT at WORK has at preventing injuries in workplaces across the nation.

Our champs

THE Spinal Injuries Association Inclusive Community Champions awards recognise those businesses and organisations that are contributing to a more accessible and inclusive Queensland. Members all over the state vote in categories including sporting and leisure facilities; tourism and accommodation; government departments; entertainment; and local businesses.

Now in their second year, the awards are setting new standards in inclusivity across Queensland. The 2011 competition saw increased entries and even more enthusiasm from members, businesses and the general public, who were invited to vote in this year's awards.

In the lead-up to Spinal Injuries Awareness Week, each of our 12 Member Networks held a morning or afternoon tea to acknowledge the nominees and finalists, who were awarded certificates from either their local mayor or councillor and a Spinal Injuries Association representative.

Association Chief Executive Officer Bruce Milligan congratulated the winners and said that equitable access was essential to Australia's economic and social success.

"These five 'champions' should be extremely proud of being recognised for their inclusivity. For Australia to grow and prosper, it is essential that design and training be provided to support equitable access to allow an inclusive, integrated community to realise its fullest performance and potential."

"These awards recognise the many Queensland businesses and services who are doing the right thing and ensuring that equity and accessibility is part of their everyday business and activities."

Former Queensland Premier Anna Bligh

Accepting Inclusive Community Champion Awards from Her Excellency Ms Penelope Wensley AC, Governor of Queensland and Spinal Injuries Association President David Riley are:
1 Brisbane City Council's Geraldine Knapp;
2 Gold Coast City Council's Cathie Culverhouse;
3 Bundaberg Regional Council Mayor Lorraine Pyefinch;
4 Bret Fishley accepting the award on behalf of Ric Thompson.

Our events

At the seventh annual Classic Wallabies Lunch in April 2012, a number of Aussie rugby greats entertained 600 guests who filled the Hilton Hotel Brisbane ballroom to capacity. Incredible raffle and auction items helped to raise more than $85,000 profit for the Association.

1 STEEL Horses motorcycle club members get ready for the Backbone Run fundraiser from Brisbane to the Sunshine Coast;

2 Dion Reweti enjoying the 2012 Classic Wallabies Rugby Luncheon;

3 Cruise for a Cause in Townsville;

4 Tom Greer with, on left, his son Ashely and friend Jimmy Greenaway at the unveiling of Tom's ARTscape sculpture Longford at the Australian Stockman's Hall of Fame;

5 Townsville Family Fun Day 2011;

6 Jocelyn Bartlem with art for sale at her Art for Spine auction;

7 Matt Kuhne takes part in his annual Mount Tamborine bike run, in aid of the Spinal Injuries Association;

8 SEAT presenter Robert Spencer with rugby league legend Mal Meninga during Safe Work Week;

9 Take My Seat participants Alex Bernard, B Magazine, Kristee Shepherd and Fin Mills.

Main pic: Bruce Milligan addresses the audience at the Classic Wallabies Rugby Lunch in April 2012.

"If I can prevent just one child from permanently injuring themselves, my goal in life has been achieved."

SEAT presenter Wayne Leo

Wayne Leo with Graeme Nelsen from BHPBilliton Cannington

BHP Billiton Cannington has a three-year partnership with the Spinal Injuries Association to sponsor our SEAT program. The financial year July 2011 to June 2012 is the second year of this partnership.

In the 2011-2012 financial year, our 20 volunteer SEAT presenters shared safety messages with an incredible 92,390 students from Prep to Year 12 around Queensland.

Taking the program to schools, small and large, around the state has seen our presenters log some impressive statistics.

In 2011-2012, SEAT presenters collectively volunteered 3,591 hours of their time and travelled 105,705km around Queensland to deliver SEAT's important safety messages.

Every year, Wayne Leo travels throughout western Queensland to visit schools anywhere from Karumba to Cunnamulla and plenty of places in between.

This year was no exception, with a highlight being Wayne's journey of more than 5,000km from Townsville to Mt Isa in May 2012, visiting eight schools and talking to more than 1,300 students.

As part of this trip, we were very excited to visit Queensland's most western school for the first time, Camooweal State School, just a few minutes from the Northern Territory border.

Northern Queensland saw 65 SEAT visits and our safety messages shared with 10,269 students.
Central Queensland saw 67 SEAT visits and our safety messages shared with 9,033 students.
Southern Queensland saw 356 visits and our safety messages shared with 71,957 students.
In Northern New South Wales, our safety messages were shared with 1,131 students.

bhpbilliton
resourcing the future

Our supporters

WE would like to thank our valued supporters whose efforts enable us to continue working towards an equitable and inclusive community where people with a spinal cord injury are independently able to access every aspect of life.

Patron

Her Excellency Ms Penelope Wensley, Governor of Queensland AC

Ambassadors

Greg Cornelsen
Tim Horan
Bill Ross

Partnerships and representations

Anti-Discrimination Commission Advocates Advisory Group
Anti-Discrimination Commission Disability Reference Committee
Blue Skies Group
Brisbane Access Advisory Group (Brisbane City Council)
Building Codes Queensland Advisory Group
Capricorn Tourism and Economic Development
Department of Main Roads Internal Standing Reference Group
Disability Alliance
Disability Conference Reference Group
Disability Information Network Group
Disability Services Partnership Forum
Disability Works Australia Steering Committee
G8
G8 Portfolio Group - Housing
Home and Community Care Forum
James Cook University
National Alliance of Spinal Injuries Associations
National Disability Services Queensland Committee
National People with Disability and Carers Council
NDIS Campaign State Committee
NDS Queensland Committee of Management
North Queensland Support Agencies Consultative Group
Polio Australia
Rick Hansen Foundation
Spinal Cord Injury Response Reference Group
Queensland Disability Services Minister's 10 Year Vision Committee
Queensland Action for Universal Housing Design
Queensland Transport Smart Travel Reference Group

Supporters

Aitkenvale Auto & Dyno
Aon Hewitt
Australian Financial Advisers
Australian Rugby Union
BHP Billiton Cannington
Black Label Corporate Events
Bmag
Brisbane Convention and Exhibition Centre
Department of Communities
Classic Wallabies
Connolly Suthers Lawyers
Cootharinga North Queensland
Department of Transport and Main Roads
Disability Services
Doris Louise Waraker Charitable Trust
Dreamweavers
ENERGEX
EPAC Salary Solutions
Fairlie Sandilands
Followmont Transport
Fullframe Photographics
Gambling Community Benefit Fund
Graduate School of Motoring
Ian Potter Foundation
Invacare
JJ Richards
Joan Urquhart
Judge Bob Pack
Lion Australia
Matthew Kuhne and Shark Leathers
Medilaw
MetroFord
Metropolitan South Institute of TAFE
Motor Accident Insurance Commission
Myer Stores Community Fund
nib Foundation
North Queensland Supporters Committee
Princess Alexandra Hospital
Queensland Ballet
Queensland Community Foundation
Queensland Rugby Union
QUT
RACQ
RBSM Foundation
RBS Morgans
Regional Arts Development Fund
Rising Sun Tyre and Alignment
Roadtek
Rotary Club of Airlie Beach
Rymill Coonawarra
Shine Lawyers
Slater & Gordon Lawyers
SPD Group
Steve Price
Surebridge IT
Tailored Consulting
The Walter & Eliza Hall Trust
Tony Ireland Holden
Townsville City Council
Twin Cities Radiators
Vintage Reds
VRC Printers
Westpac
Wheelz Mobility Townsville
Wicked Wheelchairs
Wuhoo! Creative

Our treasurer

THE 2012 year has been one of consolidation for the Association, as management focussed on improving efficiencies and reviewing costs in an effort to offset the continuing impacts of the Fair Work Act (introduced during 2011) on the cost of wages and salaries.

Overall, the outcome for 2012 saw a modest deficit of $147,586 (compared with a deficit in 2011 of $595,527), reflecting an outstanding effort by the management and staff to lift revenues (2012: $26,973,865; 2011: $26,955,962) while at the same time working hard to reduce expenses (2012: $27,135,502; 2011: $27,578,109).

The Association remains in a very strong financial position overall, with members' funds at year-end standing at a healthy $7,196,803, well placed to facilitate future expansion of services and the development of new initiatives within the disability sector.

The Queensland State Government, and to a lesser extent the Federal Government, each continue to play an important role in providing the necessary funds to support organisations such as ours involved directly in the provision of services to people with a disability. The Association is actively participating in the development of new funding models currently under consideration at both the State and Federal levels. Maintaining a strong financial position and developing strategies for future funding and expansion of member services remain key priorities.

As Treasurer and Chair of the Audit, Risk and Finance Committee, I am very conscious of the need to ensure the Association has appropriate funding arrangements in place to support our members' current needs and to position the organisation for the future. Changes to the Government funding arrangements and the potential impacts of the new National Disability Insurance Scheme as it continues to evolve will be important considerations.

I am confident that your organisation continues to be well served in this regard by a skilled and experienced management team focused on developing financially sustainable strategies for the future. I am grateful to my fellow Committee members, the CEO and the Association's dedicated finance team for their continuing support.

Richard Boys
Treasurer

Our finances

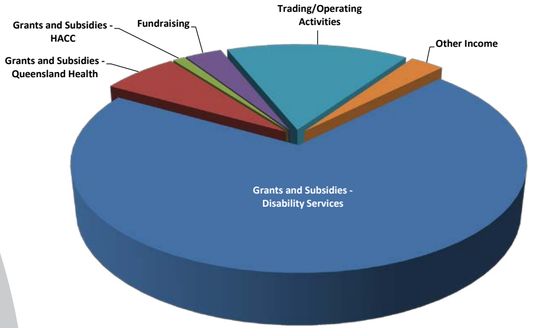
Where the money comes from

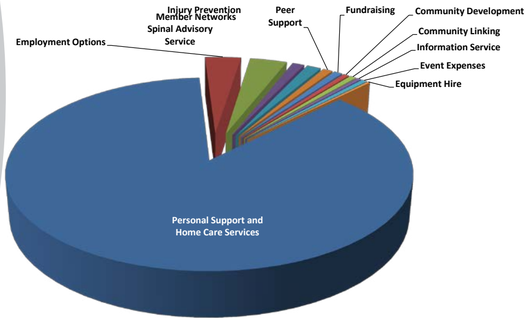
	$
Grants and Subsidies - Disability Services Qld	19,062,953
Grants and Subsidies - Queensland Health	1,772,457
Grants and Subsidies - HACC	282,916
Fundraising	855,741
Trading / Operating Activities	4,212,201
Other Income	787,597
TOTAL	26,973,865

Where the money is spent

	$
Personal Support and Home Care Services	23,486,496
Employment Options	922,947
Spinal Advisory Service	948,297
Member Networks	305,501
Injury Prevention	365,110
Peer Support	247,636
Fundraising	215,951
Community Development	156,317
Community Linking	164,185
Information Service	114,620
Event Expenses	144,911
Equipment Hire Service	63,531
TOTAL	27,135,502

These are extracted from the full set of Financials. Full sets of Financials are available on request.





Our finances

Statement of comprehensive income year ended 30 June 2012

	2012 $	2011 $
REVENUE	26,973,865	26,955,962
EXPENSES		
Salaries and on-costs	23,138,918	22,539,157
Staff related costs	587,027	1,131,432
Client support costs	1,168,868	1,470,445
Depreciation and amortisation	592,253	499,603
Finance costs	49,790	69,902
IT&T expenses	328,663	377,156
Motor vehicle expenses	90,688	95,991
Occupancy costs	317,747	321,991
Other expenses	861,548	1,072,432
	27,135,502	27,578,109
NET OPERATING (DEFICIT)/SURPLUS	(161,637)	(622,147)
OTHER INCOME OR (EXPENSE)		
Net profit (loss) on sale of assets	14,051	20,620
Capital grants received	-	6,000
NET (DEFICIT)/SURPLUS FOR THE YEAR	(147,586)	(595,527)
Other comprehensive income	-	-
NET (DEFICIT)/SURPLUS and OTHER COMPREHENSIVE INCOME FOR THE YEAR	(147,586)	(595,527)

These are extracted from the full set of Financials. Full sets of Financials are available on request.

Our finances

Balance sheet as at 30 June 2012

	2012 $	2011 $
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	4,930,181	2,829,693
Trade and other receivables	362,744	480,567
Other current assets	623,872	678,086
TOTAL CURRENT ASSETS	5,916,797	3,988,346
NON-CURRENT ASSETS		
Property, plant and equipment	6,302,295	6,550,832
Intangible assets	239,090	297,361
TOTAL NON-CURRENT ASSETS	6,541,385	6,848,193
TOTAL ASSETS	12,458,182	10,836,539

	2012 $	2011 $
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	2,243,270	1,651,078
Interest-bearing loans and borrowings	156,915	156,915
Unexpended grant funds	1,158,271	36,252
Provisions	757,701	682,160
TOTAL CURRENT LIABILITIES	4,316,157	2,526,405
NON-CURRENT LIABILITIES		
Interest-bearing loans and borrowings	244,590	404,327
Provisions	700,632	561,418
TOTAL NON-CURRENT LIABILITIES	945,222	965,745
TOTAL LIABILITIES	5,261,379	3,492,150
NET ASSETS	7,196,803	7,344,389
MEMBERS' FUNDS	7,196,803	7,344,389

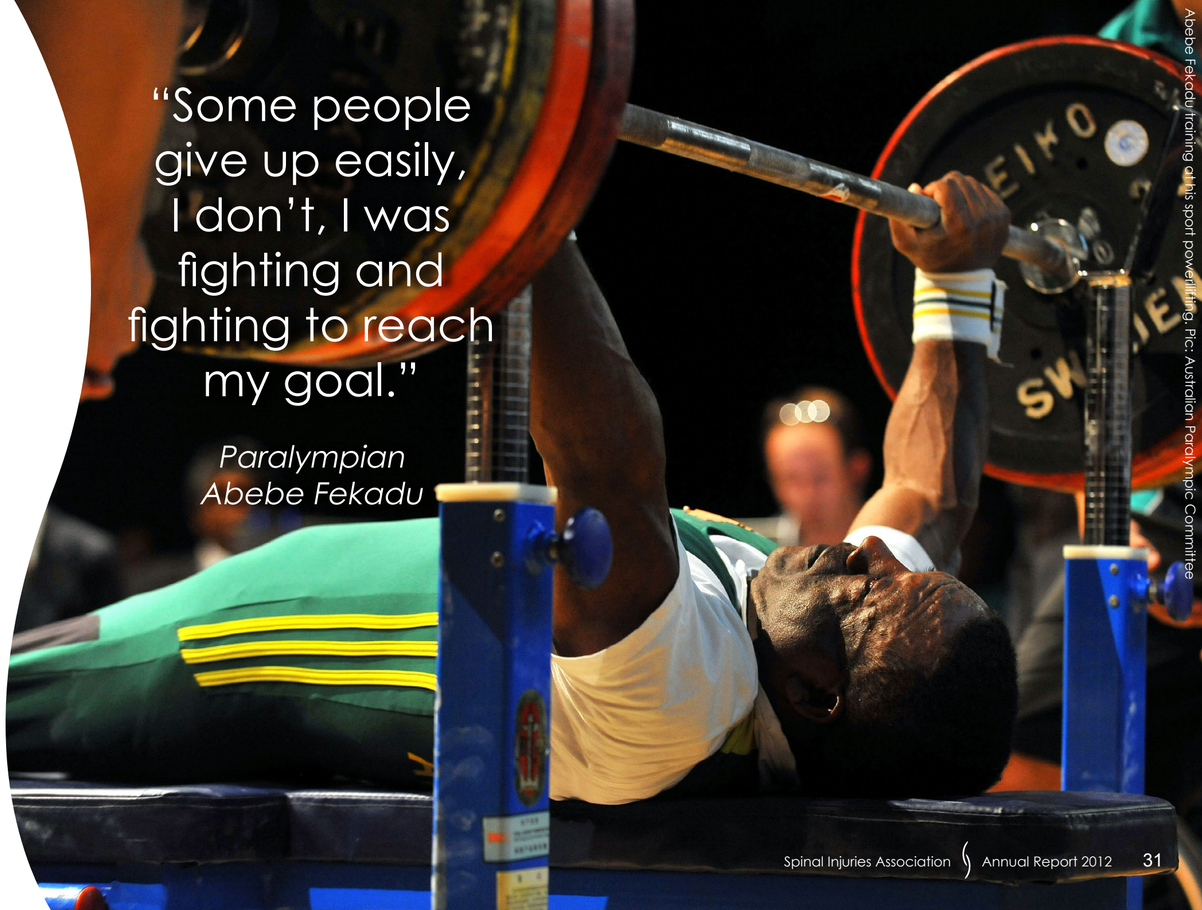
These are extracted from the full set of Financials. Full sets of Financials are available on request.

Our finances

Cash flow sheet year ended 30 June 2012

	2012 $	2011 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers/government	31,158,525	24,928,024
Payments to suppliers and employees	(26,535,461)	(26,789,133)
GST paid	(2,218,350)	(1,711,337)
Interest received	176,695	248,573
Borrowing costs	(49,790)	(69,902)
NET CASH FLOWS (USED IN)/FROM OPERATING ACTIVITIES	(2,531,619)	(3,393,775)
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	62,664	61,590
Purchase of property, plant and equipment	(248,768)	(745,998)
Purchase of intangible assets	(85,290)	(46,651)
NET CASH FLOWS (USED IN)/FROM INVESTING ACTIVITIES	(271,394)	(731,059)
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of borrowings – other	(159,737)	(145,753)
NET CASH FLOWS (USED IN)/FROM FINANCING ACTIVITIES	(159,737)	(145,753)
NET (DECREASE)/INCREASE IN CASH HELD	(2,100,488)	(4,270,587)
Add opening cash brought forward	2,829,693	7,100,280
CLOSING CASH CARRIED FORWARD	4,930,181	2,829,693

These are extracted from the full set of Financials. Full sets of Financials are available on request.



Abebe Fekadu training at his sport powerlifting. Pic: Australian Paralympic Committee

109 Logan Road WOOLLOONGABBA Qld 4102
PO Box 5651 WEST END Qld 4101
T: 07 3391 2044 F: 07 3391 2088
enquiries@spinal.com.au

488 Ross River Road CRANBROOK Qld 4814
PO Box 618 AITKENVALE BC Qld 4814
T: 07 4755 1755 F: 07 4723 8677
nqenquiries@spinal.com.au

www.spinal.com.au