



Koorana Child & Family Services

Annual Report 2022

All children. All abilities. All possibilities.



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Acknowledgement of Country

We acknowledge the traditional owners of the land we live and work, and pay our respects to elders past, present and emerging. We recognise their continuing connection and care of country, and the education they have provided to children for thousands of years.



OUR VISION & MISSION

> Our Vision

Our vision is for children and their families to have supportive connections, discover possibilities and participate to their full potential in all aspects of family and community life.

> Our Mission

We create and support learning and social opportunities in caring environments for all children and young people in our areas of operation.

> Our Core Values



Self Determination



Access & Equity



Collaboration



Respect



Ethics & Integrity



Sustainability

>  **1,423** *Children and young people supported in* > **80** *Suburbs*

17

Supporting siblings
of children with a
disability program
(SIBS)

9

Supporting
children with
autism packages
(Medicare/Private)

63

Sector capacity
building programs

4

Schools
receiving regular
screening clinics

175

Start Strong
Pathways
For parents.

149

Children
in preschools
Including 47 children
with additional needs.

668

Children
attending
playgroups

561 Speech Therapy

356 Occupational Therapy

253 Specialist Education

13 Multidisciplinary (Over 7 years old)

51 Transdisciplinary (Under 7 years old)

2 Behaviour Support

338

NDIS Participants





“We are proud that our unique blend of programs provide opportunities for families and especially the children, to have fun in strong learning environments.”

The 2022 Financial Year has seen Koorana emerge from the business disruptions endured during the COVID-19 pandemic. Challenges still abound with continued sporadic forced service closure, employee forced absenteeism and the lack of emerging talent entering the sector, but the Koorana team continues to excel under the leadership of Morgan and the executive team. We continue delivering our services to the best of the organisation's abilities. I am pleased to present the Annual Report for Koorana Child & Family Services Ltd for the year ending June 2022 on behalf of the Koorana Board of Directors, our employees and stakeholders.

Morgan has led the team in achieving some major milestones, some of which will only be finalised in 2023 and 2024, but that will set the foundation for Koorana's business sustainability and growth into the future, including the following:

- Restructuring of Koorana's senior leadership team and the leadership and employee resource base of our key programs to support our client-centric service models, complemented with effective digital delivery by embracing technology and dispersed touch-down locations where appropriate.
- Roll-out of programs to upgrade our Phillip and Croydon Street Preschools, to meet enhanced standards and address some backlog maintenance works.
- Relocation of the head office and primary therapy centre (to be completed in November 2022) to newly conceptualised and designed integrated operations centre including dedicated therapy rooms, a sensory gymnasium, outdoor therapy areas as well as collaboration and touch-down space for all head office and administration functions.
- Purchase of a property in Bass Hill for the development of Koorana 'state-of-the-art' third preschool and planned for opening in late 2023/early 2024.

Koorana continues to provide services to the many cultures that live in the communities that we serve. We are proud that our unique blend of programs provide opportunities for families and especially the children, to have fun in strong learning environments.

As has been demonstrated in previous years, the Koorana team continues to excel in their service commitment to our clients across all our services covering NDIS and allied health, playgroups, early intervention, capacity building and early education.

The Koorana Board continues to work with the executive team and Right Source, our newly appointed company secretary group, on several key initiatives including:

- Ensuring that our board policies, risk management framework, financial oversight and reporting, client satisfaction monitoring functions continue to evolve appropriately and meet our governance commitments.
- Reviewing the implementation of the key strategies as contained in our 2020-2025 Strategic Plan, particularly related to adding new financially viable fee-based and online services that complement our service offerings across the communities we serve.
- Within our financial constraints, supporting the roll out of new corporate support infrastructure for the service delivery teams including financial management resources and enhanced technologies and security platforms across our functions.
- Working with our skills-based Board members and restructured specialist Board committees, maintaining the appropriate balance of Board skills and succession plans, to support executive management ensuring that there is on-going financial and business sustainability.
- Supporting Koorana's growth, based on the breadth of our service delivery programs, increasing our family and children client base, and by continually ensuring we continue to receive excellent client satisfaction ratings.
- Encouraging the executive team to continue to grow our influence across the sector based on the Koorana brand, both for our existing services and future opportunities in the sector.

Acknowledgements

The Board wishes to acknowledge and thank our many existing and new families from the communities who continue to choose our services and who trust and remain loyal to Koorana.

Koorana would not exist without the ongoing funding from various governmental bodies and the support of our local community groups that provide supplemental grants to be able for us to enhance our services.

Our voluntary Board members continue to make their time and wisdom available to provide the guidance to Morgan and our executive team and contribute to Koorana's success within the local communities. For this dedication, I wish to thank them.

I would like to acknowledge our auditors, Stewart Brown and our other external service partners, who support our governance and provide specialist management services.

Koorana continues to achieve success despite the ongoing challenges presented over the last year, having the benefit of the ongoing tireless efforts of all the Koorana team in serving and assisting our growing loyal customer base of families and children. This success has been achieved, despite the pandemic and employment crises that continue to impact the sector, under the guidance, on-going dedication and the commitment of Morgan, our CEO, who continues to lead the executive team and all our teams in collaborative engagement.

Rodney Timm
President

CEO'S REPORT



“
We have remained strong as an organisation and have a positive outlook ahead.

It is with pleasure that I share in presenting our annual report for Financial Year 2022 to our stakeholders. This has been a challenging year for Koorana, its staff and stakeholders with the ongoing impacts of the COVID-19 pandemic. However, we are pleased to have prevailed through those challenges and to be seeing a level of normalcy returning.

After having found our feet after the initial shock of COVID, we were soon confronted again with a new lockdown and COVID wave as we commenced the financial year in July 2021. This was particularly difficult as our team was operating in South Western Sydney, the area with the greatest restrictions. As essential services, our team was challenged with regular PCR testing and the fear and anxiety surrounding COVID while they continued with their daily operations of our preschools.

During this time, Koorana utilised once again its telehealth services for Allied Health (Koorana Online) and our online playgroups for our playgroup community. We are grateful to our families who engaged with us virtually through this difficult period.

As we ended 2021, we began seeing lockdowns lift and slowly began moving services back to face-to-face. With COVID now prevalent in the community, we adapted once again to re-think how we worked. This included embracing the outdoors and supporting our team with new equipment to enable service delivery in local parks and outdoor settings.

Later, as the COVID cases began to skyrocket, and we got the first real taste of 'living with COVID,' our team integrated the use of N95 masks and RAT testing to ensure we remained vigilant on our journey back to the office and natural settings for our families and children. This has been tested over the winter months with high rates of illness across our teams/families and resulting staff shortages which has been straining for the preschool sector particularly.

Through this year, we have adopted a position to require COVID vaccinations for our staff and volunteers. This has been an important decision for Koorana as many of our children are under the age of 5 and through much of this year have not had the option to be vaccinated.

We see a duty to protect them as much as possible in our services. We also have required this to comply with relevant public health orders throughout the year. This decision has been difficult as it has affected valued staff members in our team; however, we have been heartened to know that the majority of our staff have embraced the decision.

The last major impact of COVID has been a change in the way that Koorana works. We have embraced a flexible working policy that for non-centre based roles only requires attendance at the office for a limited number of days each week during key hours. This has been an important part of our employee value-proposition and we are pleased to see the flexibility and support this offers our staff and the way it has enabled more work-life balance for our team.



While it has been a difficult year, it has highlighted the strength and resilience of our teams and we are grateful for their fortitude and constant commitment to quality services for our children and families.

In addition to COVID, this year has had four primary focuses:

1. Ensuring our people are well supported and their contributions valued;
2. Restructure of our resourcing to enable more effective supports across the organisation;
3. Ensuring our facilities, systems, processes, and governance structures are fit-for-purpose; and
4. Responding to the workforce shortage and reforms in the Early Intervention and Allied Health space.

Some of the highlights of these focuses include:

- Implementation of a stakeholder feedback strategy that included regular staff and client surveys. Results included:
 - Staff satisfaction of 8.2 out of 10
 - Client satisfaction of 9.4 out of 10
- Further review of our pay scales for our intervention team to align these to market;
- Recruitment in intervention to re-build our team following a period of turnover post COVID;
- Embedding a new values campaign to recognise and reward staff contributions;
- Securing a new head office space to enable an improved environment for our team and launch of a future sensory gym;
- Securing a site of a future preschool in Bass Hill;
- Commencement of intervention services out of our Miranda office;
- Recruitment of a new Physiotherapist and Behaviour Support Practitioner;
- A new partnership with The Smith Family to deliver the Communities for Children program in 2023 and 2024 which will enable 10 schools to receive screening clinics, parent workshops, teacher workshops and small group therapies;
- A review of our processes and systems to inform our IT transformation strategy;
- Procurement of a new HRIS and Payroll system with aims to launch in October 2022;
- Continued review of our policies and procedures to ensure these are user-friendly and up-to-date;
- A successful surveillance audit of our NDIS services against the NDIS Quality and Safeguarding Standards;
- Implementation of an internal audit function; and
- Updated maintenance and facility works at our preschool centres to ensure that they are positive and safe learning environments for the children attending.

Looking forward, Koorana will continue to be focused on these areas over the coming year with key focuses including:

- A review of our preschool model, especially around inclusion practice and pedagogy;
- A review of our child safe practices and preliminary implementation of learnings from the Royal Commission into the disability sector;
- Development of a Reconciliation Action Plan;
- Launching our new head office and sensory gym;
- Relevant approvals and commencing the build for our new preschool;
- Establishment of our new Physiotherapy and Behaviour Support services;
- Establishment of our services within the Sutherland Shire; and
- Review of our SIBS Program to best meet family's needs and find sustainable funding options.

We will also be working to establish ourselves as a trusted advisor and parenting partner to families. We believe that all children will grow and thrive if their families are well supported.

From a sector point of view, Koorana is passionate about ensuring the access to services for families is improved and that families continue to have choice and control. We will continue to actively participate in reform discussions including a review of the price guide for the NDIS which affects providers like us. Without indexation over the past several years, Koorana, like many providers, is struggling to meet the rising costs associated with service delivery whilst maintaining quality and staff wellbeing.

We are keen to see a review of the pricing model to reflect the best practice Key Worker model, and keen to see providers adequately funded. We are also keen to ensure family access to early intervention is reviewed to best meet our families' needs.

As we close this year and look forward, I would like to thank our staff for their commitment and hard work this past year. Despite enormous challenges, our team has remained loyal, and child and family focused at all times.

We have remained strong as an organisation and have a positive outlook ahead.

I would also like to thank our Board for their continued support of myself and the team. We are lucky to have welcomed two new Directors in the last year and we are continued to be blessed with a Board that goes above and beyond to understand the organisational needs, listen, and respond accordingly.

Lastly, we could not do what we do without our stakeholders including our local MPs Ms Sophie Cotsis, Ms Tania Mihailuk , Mr Jihad Dib and Ms Eleni Marie Petinos, funding partners including Canterbury League Club, Colliers, The Smith Family, and other community partners. I look forward to working with all of you moving forward.

Morgan A. Fitzpatrick
CEO

OUR SERVICES

Koorana has over 45 years' experience supporting children and their families. We guide families to have supportive connections, discover possibilities and participate to their full potential in all aspects of family and community life.

This year, Koorana provided a broad range of therapeutic and educational services to 1423 children and young people between the ages of 0-18 years and their families.

Our services are divided into streams of service activity:

- Early Childhood Education
- Early Intervention and Allied Health
- Child and Family Support Services
- Capacity Building Services

Our service streams support children and their families to access a variety of services embedded in their local schools, communities, and homes.

Koorana strives for outcomes that are built upon a foundation of:

- Complete customer focus;
- Delivering evidence-based best practice;
- Service delivery in the natural environment;
- Continuous quality improvement;
- Financial sustainability; and
- A strong governance framework.

“

Koorana strives for an inclusive society where all children, of all abilities have complete and equal access to all possibilities.



EARLY CHILDHOOD EDUCATION

> Preschools

Koorana operates two preschools within the Canterbury-Bankstown local government area. Phillip Street Preschool is located in Roselands offering 40 places and Croydon Street Preschool is located in Lakemba offering 24 places.

We cater to a culturally and linguistically diverse community with 44% of families born overseas and 46.4% of families speaking a language other than English (ABS 2021 cited in <https://profile.id.com.au> retrieved on 24th August 2022).

Our Preschools operate in alignment with the NSW Department of Education school terms.

Koorana Preschool’s offer an innovative educational and intervention program model, based on the National Quality Framework for Early Education and Care Services and a commitment to equity and inclusion of all children. Both Preschools are rated as “Meeting the National Quality Standard” for Early Education and Care Services.

The educational program is designed and delivered by university-qualified and experienced early education teachers and educators, alongside integrated intervention programs for children with identified high support or additional learning needs, delivered by qualified allied health professionals.

Over the course of this financial year our Preschools enrolled the following children:

> **Children/Families attending preschools:**
Total: 149
Phillip St: 88
Croydon St: 60

> **Children with high support learning and intervention needs (mainstream & NDIS):**
Phillip St: 29
Croydon St: 18

> **Children/Families language other than English:**
Phillip St: 86 out of 88
Croydon St: 59 out of 60

> **Children/Families Aboriginal background:**
Phillip St: 2
Croydon St: 0

> **Children/Families low income:**
Phillip St: 42
Croydon St: 28

> **Children/Families humanitarian visas/refugee:**
Phillip St: 8
Croydon St: 0

Koorana’s biggest preschool team challenge was transitioning families and preschool staff to a full operational return following the lifting of COVID restrictions in late January/ early February of 2022. Readjusting to ‘COVID normal’ was a challenging exercise for all involved, it was noted that preschool children had higher levels of separation anxiety and a need for additional assistance to develop life-long learning skills including resilience, self-regulation, self-help, and independence.

Nationally across the early education sector in Australia, COVID has highlighted qualified staff shortages which have led to unfilled vacancies and higher casual staffing costs.

Executive staffing restructure saw the appointment of a Head of Early Childhood Education Services, establishing specialised focus on all aspects of the preschool program delivery.

We cater to a culturally and linguistically diverse community as well as children of all abilities

2 Preschools in the Canterbury-Bankstown Area

149 Children attending

In 2022, both Preschools commenced a comprehensive pedagogical practice review of all aspects of the preschool program to ensure alignment with the National Quality Framework for Early Education and Care Services.

This work is ongoing and included:

- Policy and procedure review;
- Educational program and practice review;
- Compliance audit;
- Environmental audit;
- Draft staffing restructure; and
- Professional development for staff.

We are pleased to continue to be investing in delivering quality early childhood education with a commitment to continuous improvement and best practice. We thank our teams for their commitment in the last year.





EARLY INTERVENTION AND ALLIED HEALTH

> Client Access to our Intervention Services

Koorana's Intake and Client Access Team offers a pathway into service access. We employ specialist teachers with a deep understanding of early intervention, the NDIS and children's developmental learning needs. Every family referred to Koorana meets these specialist teachers, who help the families gain an understanding of their funding package and explain the service opportunities available to them within Koorana.

The Client Access Team met hundreds of families in the local community, supporting them to navigate through the NDIS process for the first time or assisting them with an ongoing NDIS plan.

While the planning process in the NDIS helps a family develop goals for a child with additional needs, the Koorana client access team member helps each family break these broad goals down into manageable components and identify which therapists will be best suited to meet their needs. Families will also be assisted to determine how many sessions of each type of therapy and assistance can be provided during the funded period.

Accessing intervention can be a complex, confusing, and daunting process. Koorana's approach is designed to support the family, while also build the family's understanding of the intervention process, identify what supports work best for their child or young person and manage any adjustments or changes to their plans when they are reviewed and renewed. The Client Access Team supports families when plans are changed or if additional support is needed during transition periods, such as starting or leaving school.

- 338

Children supported
- ✓

NDIS audit completed successfully
- ✓

Foundation for Growth Program Launched



> Intervention and Service Delivery

Koorana employs a wide range of highly qualified, experienced, and professional staff to deliver a broad suite of educational intervention and therapeutic services to children and young people between the ages of 0 and 18 years, and to their families. Last year our team supported 338 individual clients with NDIS agreements.

Our team provide a range of supports that are family-focused, while using evidenced-based best practice to ensure the best outcomes for the child and family. The team of Specialist Teachers and Speech and Occupational Therapists, employ the latest research-based practices and discipline-specific trends. Koorana works with each family to tailor individual supports that will maximise their child's ability to reach their potential, now and into the future.

Each therapeutic area is led by experienced discipline-specific leaders, who guide and support their team. They provide feedback, support, regular clinical supervision, professional development, and opportunities for collaboration with other teams. Koorana is an experienced provider of working within culturally, linguistically, and geographically diverse communities. We have a successful history of reading and adjusting service provision to meet the everchanging needs of communities within shifting economic and social landscapes.

The team employs a transdisciplinary model for our early intervention recognising that children and families benefit from having a key point of contact during the early years (i.e. a Koorana Enhanced Key Worker) who can assist them to understand their diagnosis, navigate the system and focus on maximising what their child can do, rather than what they cannot. In this model we focus on capacity building parents and families to know how to engage with their child and work together on goals they have identified. We also work in natural settings as much as possible, using day to day items in the home to assist in our work. This means families can see exactly what is possible in their own setting and makes progress more achievable.

Older children at Koorana move more toward discipline specific intervention where more targeted goals can be worked upon and achieved. Koorana interventionists still work very collaboratively in this setting and ensure that the team around the child is coordinated and working towards the same goals, albeit using different techniques and strategies.

Koorana intervention staff have extensive experience working with the NDIS and are able to prepare targeted and timely reports to summarise achievements and make recommendations for future goals and strategies.

The continued and ongoing presence of COVID and flu-related illness in the broader community presented significant challenges for service continuity in the intervention team. Alternatives such as telehealth and home activity packs were available for children (and staff) required to isolate/stay home due to illness, however, experience shows us that this option is not always taken up by families.

Staff shortages in the Occupational Therapy team have been challenging to fill and the extensive waiting list demonstrates the extent of the shortfall. This shortage reflects trends across the sector. Various models, including Therapy Assistants, are in development alongside international recruitment options.

The NDIS Surveillance Audit was successfully completed in June 2022. This involved an interim review of policies, procedures, and processes across a range of areas including service delivery.

In the service delivery component of the audit, approximately 10 families and 2 members of staff were interviewed as part of the process to confirm implementation of documented processes. In addition to this, a range of questions regarding intake and service provision were posed and answered by the team.

The process was thorough and very positive with minor non-conformances shown in only a few areas. These issues will easily be addressed as part of our ongoing continuous improvement process and the organisation will be well placed to respond to the full NDIS Registration audit in 2024.

Behaviour Support Services at Koorana were given ongoing registration despite the fact service had not yet commenced. This is a favourable result for Koorana.

Koorana won a grant for \$400,000 (\$200,000 per annum across two years) to implement the "Foundations for Growth program." This provides Koorana the opportunity to offer ongoing and regular support to primary schools in the Bankstown area through tailored packages of intervention and capacity building.

The team continued to build on and improve their telehealth practice and several families elected to continue with this mode of service delivery even when lockdown restrictions were eased. This provided increased flexibility for families as well as focusing on capacity building parents who are on hand to assist their child with strategies and programs.

OUR STORIES

> Meet The Amin* Family

The Amin* Family started with Koorana Intervention and family support services in early February 2018. The Amin* family have five children each with their own unique diagnosis.

“The staff clearly communicated appointment times, billing information and went above and beyond to deliver therapy services. They are always available to explain each session and answer any questions. They also encourage and inform us as we go through diagnosis and accessing support for each of our children. ”

The Family regularly express how thankful they are for Koorana. “Everyone there is so friendly and helpful, and all our children have had significant improvement in the time they have been with Koorana; I am overwhelmed with all my children’s progress.”

All therapy, preschool goals and strategies are well thought out to target the families’ specific concerns. Adaline* came to Phillip Street Preschool with symptoms of delayed social participation, separation anxiety and delayed self-care. Since participating in the preschool program and routines, and accessing Early Intervention during her day at preschool, all the mentioned concerns have decreased. When she experiences anxiety or states of overwhelm, she can work through tasks and challenges successfully. She can now come to preschool and participate in larger group experiences, stay calm, and enjoy the fun. She now talks much more, enjoys playing with her friends at preschool and expresses her concerns.

“Adaline* enjoys everything about attending Phillip Street Preschool and the team have supported her and us better to understand her needs. I am very happy with it.”

“I would recommend Phillip Street Preschool to any parent for their child to come. Vey professional, very caring and you will see improvement in your child’s development 100%.”

> Meet The Romano* Family

The Romano* family has two children and started attending Koorana Online Supported Playgroups in February 2022. They are very happy that sessions have resumed face to face and they attend our weekly sessions.

Koorana playgroup has benefited the family: “Maria’s* social skills have come a long way, she loves coming to playgroup and interacting with the other children and the playgroup staff, the variety is good too, it’s always changed up.”

Maria and Andrea* enjoy the variety of activities that Supported Playgroups provide. Aurora* (mother) is very happy to see her children learning through play with all the variety of sensory activities available each week; such as painting, play dough, water play and developing their motor skills through the Supported Playgroups equipment.

“
I would most certainly recommend Koorana to others. When anyone is looking for any support for their child, I would also recommend the playgroup team, I’d encourage them to ask questions and seek recommendations. If you have concerns, don’t wait! Ask for advice on where to look for the appropriate information and support.

AURORA ROMANO*



OUR STORIES

➤ Meet Faiza*, Naaz*, Nabila*, Faisal* and Aagni*

Faiza* has two children, Naaz* and Nabila*, and Faisal* has one child, Aagni*. They all have attended Koorana Supported Playgroups since the beginning of 2021 and were recommended by friends.

Faiza* and Faisal* (mothers) see many benefits in having their children attend Supported Playgroups: "As parents we love coming so we can see our new friends, and our children also get the chance to socialise and interact with other children. Our children are getting so much better at sharing and taking turns."

Naaz*, Nabila*, Aagni* love to socialise and their favourite activity is group time and the ball pit, they are forming friendships and connections and Faiza* and Faisal* are extremely happy to see their children making good progress.

Faiza* and Faisal* recommend Supported Playgroups, "We have already recommended Koorana to many of our friends who live in the area. Call Koorana and come to playgroup!"



➤ Meet Leyla* and Mubariz*

Leyla* has one child and was recommended to Koorana Supported Playgroups by the Early Childhood nurse at Yagoona, they started coming earlier this year.

Leyla* has identified some of the benefits of attending Supported Playgroups: "Mubariz* is an only child and therefore doesn't get to interact with other children, since coming to playgroup he enjoys playing and gets to be around other children which is so good for his development."

Leyla* has seen a lot of improvements in Mubariz* since starting Supported Playgroups "It makes me very happy to see Mubariz* settling in and learning new skills." Mubariz* now is playing and socialising with other children. Mubariz* loves the puzzles, and he enjoys the toy variety each week.

Leyla* recommends Supported Playgroups:
"I would recommend Koorana to others. I would ask them to check out the Koorana services and reviews, I've written one myself! Koorana is not just a playgroup, the team here offer conversation, professional support, and connection."

➤ Meet Samama* and Rusul*

Samama* has one child and they have been coming to Koorana Supported Playgroups since Term 1, 2022 after discovering the online Supported Playgroups Facebook page.

Samama* has noticed positive changes in Rusul* and sees many benefits in attending the weekly sessions: "Rusul's* behaviour is improving, he's learning to engage in activities more and to take turns, he didn't like sharing in the beginning and didn't participate in group time, but now he does and absolutely loves it."

Samama* feels "elated and happy" to see Rusul's* progression, "we have come a long way with Rusul* thanks to Supported Playgroups." Rusul* enjoys all the experiences, particularly the sensory activities.

"He loves the pretend play experiences especially; he loves playing on the phones and keyboards. He also really enjoys the gross motor experiences."

Samama* recommends Supported Playgroups, "I definitely would recommend Koorana to others, the playgroup staff are so supportive of Rusul* and our family. My advice is talk to the facilitators, ask questions, and seek community support recommendations. Don't be embarrassed or ashamed, ask for support and explore the different pathways available that will meet the needs of your child."





CHILD AND FAMILY SUPPORT SERVICES

Supported Playgroups

Funded by the NSW Department of Communities and Justice, Koorana delivers eight all-inclusive Supported Playgroups, weekly across the Canterbury-Bankstown local government area for children aged 0-6 and their families.

Koorana's Supported Playgroups program provides a soft entry point to early childhood education where children are exposed to play based experiences that promote early learning potential.

We provide support for parents and carers in their parenting role to enhance family functioning and assist families to establish supportive social connections.

The Supported Playgroups program is facilitated by experienced Early Childhood Educators and Family Support Workers to ensure holistic family support and assistance is offered.

COVID has been an ongoing challenge in this financial year, Supported Playgroups adapted and transitioned service delivery as per COVID government and organisational guidelines. The team had to resume online service delivery and face-to-face back and forth several times.

Throughout online service delivery in the year, the Supported Playgroups team programmed and facilitated a quality service operating daily, a real-time interactive playgroup where children were exposed to meaningful connection and play based experiences that continued to promote their early learning potential.

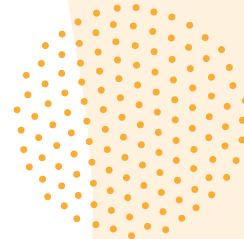
During the year there was an identified lack of support structures accessible to children and families in the Canterbury-Bankstown local government area, due in part, to the COVID pandemic and government restrictions. As well as online group experiences, the Supported Playgroups team continued our one-to-one online support sessions with families experiencing unique challenges in the way of one-to-one real-time playgroups, school readiness and parent support sessions.

By the end of the year, we successfully navigated our return to face-to-face delivery within the Canterbury-Bankstown Communities. While providing post lockdown and COVID restrictions support to our families, we have observed that support is required due to lack of connection and support networks for families. We are grateful we have the opportunity to support families with building these connections.

668 Families attended Supported Playgroups

8 Supported Playgroups in the Canterbury-Bankstown area

640 Facebook page members



A summary of our year is below:

From 1st July 2021 – 17th December 2021;

COVID lockdown – Stay home/online playgroup: During this period, we ran one online playgroup per day. A total of 70 online general playgroups. Daily we had an average of 9 children join us, in total servicing 630 attendances for stay home/lockdown online playgroup between 1st July 2021 – 5th November 2021.

School readiness online group program: School readiness was run in both term 3 and term 4, 2021. A six week block program, one hour session once weekly. 10 children attended consistently during each block session. 120 school attendances in total during this period.

Face-to-face delivery resumed 8th November 2021. The Supported Playgroups team rolled out four playgroup in the park sessions to ensure a COVID safe environment was managed in line with government guidelines. These locations were:

- Jubilee Reserve Lakemba;
- Johnstone Reserve Revesby;
- Terry Lamb Reserve Belmore; and
- Bankstown City Gardens.

In the six weeks of face-to-face delivery prior to Christmas shut down a total of 24 face-to-face playgroup sessions were conducted. With an average of 12 families and 288 attendances.

From 31st January to 1st July 2022;

Face-to-face delivery resumed on Monday the 31st of January. Term 1 2022 rolled out with 4 playgroup in the park sessions:

- Jubilee Reserve Lakemba;
- Johnstone Reserve Revesby;
- Terry Lamb Reserve Belmore; and
- Bankstown City Gardens.

As Term 1 was a 10-week term, the Supported Playgroups team conducted 40 face-to-face playgroup in the park sessions. During this period we serviced an average 12 families per session totalling approximately 480 attendees.

In Term 2, 2022 we rolled out a further 4 playgroup sessions across the Canterbury-Bankstown districts as COVID restrictions eased.

We had 8 Playgroup locations:

Playgroup in the Park - Canterbury:

- Jubilee Reserve Lakemba;
- Harcourt Reserve Campsie;
- St Mary Mackillop Canterbury; and
- Terry Lamb Reserve Belmore.

Playgroup in the Park – Bankstown:

- Bankstown City Gardens; and
- Johnstone Reserve Revesby.

Venue based Playgroup – Canterbury:

- Lakemba Uniting Church Hall.

Venue based Playgroup – Bankstown:

- Bankstown PCYC.

Term 2 was a 9-week term, the Supported Playgroups team conducted 72 face-to-face playgroup in the park and venue-based sessions. In term 2 2022 we serviced an average 14 families per session totalling approximately 1008 attendees.

In addition to these formal groups, the Supported Playgroups Facebook page continues to grow with 640 local parent members across the Canterbury-Bankstown district. This platform has been instrumental in ensuring our families remain connected daily with the Koorana Supported Playgroups program and its facilitators, other parents, friends, community groups and professionals. Daily videos include book readings, music and movement, children's exercise, yoga, cooking and recipes, routine-based support of child development at home, as well as the promotion of and referral to local family support services and groups for both children and parents.

 **Join our Facebook community**



➤ Start Strong Pathways

The Start Strong Pathways program is a government-funded program funded by the NSW Department of Education that helps provide educational supports for young children prior to preschool enrolment, strengthen the engagement of children within these services, and helps promote the importance of early childhood education to parents.

Start Strong Pathways has three objectives:

- Support educational engagement of children too young to receive a preschool education;
- Support pathways to preschool; and
- Promote the importance of early childhood education to parents and communities.

Start Strong Pathways is designed for families who have babies and children under five years of age, but with a focus on birth to three years of age. Start Strong Pathways has been able to reach families from cultural and linguistical backgrounds, families from non-English speaking backgrounds, single parents, isolated families, vulnerable families, and children with a disability.

Start Strong Pathways provides individually based supports to children and includes supports with routines, understanding the value of play, early language strategies and more. Start Strong Pathways respects the unique geographical, cultural and community and collaborates by meaningful engagement.

Koorana is funded to deliver Start Strong Pathways support in the following Council areas:

- Campsie
- Lakemba
- Wiley Park

During our fourth year of the program, we have consistently been in contact with up to 100 families per week.

Families are also supported to access early education opportunities in their local community including playgroup, group experiences and sourcing early education and care services. Transition to an education and care setting or preschool are also supported by building parent and educator capacity around inclusive practices and best practice in early intervention, identifying and communicating a child's individual needs, strengths and interests and working collaboratively with therapists and/or medical staff. At times, families are also assisted with the transition to school process and/or the ECEI referral pathway.

“

A family with one child recently visited a Supported Playgroup in the park [delivered under the Start Strong Pathways program]. The mother was highly concerned about her child's development. Through active listening and gaining information from the parent about their child and observing the child, I was able to interpret the information for ongoing planning. I sent via email relevant information, resources, and community programs to promote the child's wellbeing, development, and learning.

The child and mother continue to attend the weekly playgroup session and a positive and trusting partnership is growing. The mother is becoming more confident in her parenting.

We are happy to note that the child is currently on a waiting list to a local community-based preschool.

Early Childhood Educator



➤ SIBS Group

Koorana has been running a SIBS program for over 10 years to support the siblings who have a brother or sister with a disability.

Experienced staff work collaboratively to deliver a recreational program for children aged between 7-12 years. The objective of the program is to support and help siblings manage and understand their feelings associated with having a sibling with additional needs.

Due to COVID we continued to deliver an online program to engage and stay connected with the children offering painting workshops, cupcake decorating, games afternoons and to finish off 2021 a family gingerbread house decorating class and pizza night. The family night was something new for SIBS which was well attended and received by parents, children and siblings having the opportunity to meet as a group and support each other.

April 2022 saw our first face-to-face two-day workshop. We welcomed 12 children offering tie dye t-shirt design, facilitated science show, painting classes, clay world and team building games. It was lovely to see all children participate whilst building friendships and social connections.

Colliers continued to generously support and fund this unique and worthwhile program.

CAPACITY BUILDING SERVICES

➤ Sector Capacity Building Program

The Sector Capacity Building Program is a training and support program for teachers and educators in community preschools to support and enhance ongoing inclusion readiness. The Koorana Sector Capacity Building Program supported 25 preschools in the Canterbury-Bankstown area in this financial year.

The program assisted preschools to:

- Increase their capacity to include children with disability and additional needs on the same basis as their peers.
- Enable equitable outcomes for children with a disability and additional needs consistent with the five outcomes areas of the Early Years Learning Framework.
- Understand the National Disability Insurance Scheme (NDIS) as it relates to the delivery of supports for children through the Early Childhood Early Intervention (ECEI) approach within an educational setting.

Every school term, a minimum of eight hours were allocated to every preschool. Targeted training and resource topics were delivered to the preschools to enhance teaching practice whether there were children with a disability enrolled in the preschool or not.

Professional learning activities including creating functional goals, examining the Self-Assessment Tool, using visuals and key word signing, creating inclusive environments, and developing effective teaching strategies that address the learning strengths and needs of children with a disability and additional needs and much more.

The Sector Capacity Building Program reconnected with all preschools in FY22. In addition to creating individual goals and strategies with the 25 preschools through the Preschool Profiles, we engaged with the preschools to reflect and create inclusive environments for children with a disability.

When reflecting with teams the main points of focus included:

- Rights of the child;
- Valuing individuality and uniqueness;
- Benefits of inclusion for everyone; and
- Reating a 'culture of inclusion'.

We faced a couple of challenges in FY22 including:

- The Sector Capacity Building Program contract was up for tender. We had to adapt to the 'hybrid' model of not seeing many community members face-to-face. For example, community organisations preferred to meet over Zoom.

The Sector Capacity Building Program continued to implement successful embedded and innovative programs.

Such programs included:

- Delivering Professional Development on the following topics:
 - Importance of play
 - Speech and language support through books
 - Transition to school
 - DIR floor time
 - Collaborative and prosocial solutions.
- Sector Capacity Building Program Facebook Page:
 - The Facebook page showcased training opportunities, community events and resources aimed to strengthen preschools programs and practice to deliver quality outcomes for children with disability and additional needs. Three posts were shared weekly.
- Preschool Profiles:
 - Identifying preschool goals/strategies and barriers for individual preschools.
- Weekly Newsletters:
 - Highlighting collaborative partnerships and learnings, highlighting the preschool program and community engagement.

Koorana was unsuccessful at tender for this program, and we are disappointed the 2021-2022 financial year will be our last delivering this program for the time being. We are grateful for the opportunity we had to support other preschools on the journey of inclusion and thank our partner preschools for working with us during this time.

➤ Canterbury Child and Family Interagency

CCFI is a project funded by the NSW Department of Communities and Justice. It aims to facilitate professional networking, knowledge-sharing and to promote interagency collaboration across the Canterbury region. This interagency collaboration ensures that outcomes are improved and coordinated so that all children have equal access to services in the Canterbury region.

This year CCFI group membership has continued to grow, and the network has reached up to 200 members. Over 88 child and family workers from 43 services participated in regular interagency meetings, training, and a variety of collaborative projects. The monthly interagency meetings have become an important platform for workers to share information, discuss local issues and develop plans and strategies to address them.

The services that are represented at the CCFI include health, education, Council, child protection, family support, disability support, community neighbourhood centres, multicultural services, and ethnic community organisations.

With COVID restrictions and wet weather, we postponed community engagement activities. However, the child and family sector provided online support to families, including playgroups, parenting courses and community information.

We also provided training for workers in mental health, family violence and complex trauma. Throughout the year we continued to advocate for families who have been further disadvantaged due to COVID, including families experiencing hardship and children missing out on key services.

Overall, the team at Koorana has risen to the challenge presented by the COVID pandemic and excelled in many ways. In many areas, the engagement with families has improved both in quality and quantity and there are aspects of service delivery developed which we will be able to continue in the future. We are grateful for our partners who make this interagency meaningful. Thank you all for your commitment, time and collaboration.

LOOKING FORWARD FOR OUR SERVICES

Preschools

- Alignment of all operational practices and procedures across both preschools.
- A restructure of our staffing model to better meet our service needs.
- Regularly occurring opportunities for collaborative quality improvement reviews.
- Alignment of operational training needs and individual professional development reviews to identify targeted professional development requirements.
- Implementing succession planning strategies for staff vacancies and business continuity.
- Nurture relationships with the local Aboriginal community to develop a Reconciliation Action Plan.
- Implement modified staffing structure.
- Facilitate the development of the Child Safe Organisation and Child Well Being initiatives across Koorana.
- Provide collaborative assistance and feedback to the project team developing the new preschool at Bass Hill.

Early Intervention and Allied Health

- Koorana will be exploring overseas recruitment options in the next year having recently secured our registration.
- A Physiotherapist will be commencing with the intervention team in late August 2022, and we will continue to seek the services of Psychologists and Behaviour Support practitioners.
- Koorana will continue to grow the Sutherland presence having recently employed a dedicated Speech Pathologist for the Sutherland Shire who is now based in our Miranda office. We look forward to our marketing team generating lots of new referrals in this space.
- We are excited to implement our new sensory gym at our new office.
- We will continue to upskill our amazing team through targeted group and individual professional development opportunities.

Supported Playgroups

- Re-establishing new and existing community connections, reaching more children and families across the Canterbury-Bankstown post COVID lockdown restrictions.
- Potential new playgroup in the park partnership to expand our group offerings. School Readiness Program will continue.

Start Strong Pathways

- We have made connections in the prescribed Council areas and are facilitating new workshops and resources to share with families, educators, and the community.

SIBS

- We will be sourcing more sustainable funding sources for this important program to enable it to continue into the future.

“
Koorana is not just a playgroup, the team here offer conversation, professional support, and connection.

REEMA, MOTHER





OUR PEOPLE
KOORANA STAFF AS OF JUNE 2022

> 61

Staff
members

20

Preschools

24

Intervention Support &
Disability Services

7

Playgroups

10

Corporate
Services



18

Early Childhood
Educators



16

Administration &
Management



9

Speech
Pathologists



5

Occupational
Therapists



6

Specialist
Teachers



3

Family
Workers



4

Casual
Workers

“

Koorana is committed to being a wonderful place to work and providing our teams with the opportunity to work in a positive environment with great colleagues, to develop and meet their professional goals, and to experience great work/life balance.

GOVERNANCE REPORT
The Board of Directors

As a community owned, not for profit organisation, Koorana is run by a Board of Directors. The Board is responsible for the governance of Koorana and its outputs.

Board membership is voluntary. Board members bring with them specific professional expertise in finance, IT, property, education, human resources, law and not-for-profit management.

To ensure due diligence, four subcommittees complement the general Board structure:

- > Stakeholder Feedback
> Risk Management
> Governance and Performance
> Finance



Rodney Timm
President
2017 - Present

Rodney Timm joined the Koorana Board in 2016. Rodney has in excess of 30 years experience in the construction and real estate industry and has been involved in property and facilities management, valuation and development. He has provided consultancy services to both the property funds management and the corporate real estate sectors.



Allan Laurie
Vice President
2017 - Present

Allan is an executive search consultant with a background in business analytics, operational performance talent identification/assessment/attraction, business development and government advisory. He consults to a group of diverse businesses in the Local, State and Commonwealth Government, infrastructure, heavy engineering, agriculture, education, health, social purpose and the cultural sectors.



Sandra Angel
Non-Executive Director
2014 - Present

Sandra, Principal of Earlwood Public School, has a passion for serving the community and working together with families to ensure equality and opportunity. Her vision is that all children have access to the best possible opportunities to grow and develop to become positive contributors to society. Sandra's interest in Koorana's Board supports her commitment to fostering strong community relationships.



Syed Ammar Hasan
Treasurer
2008 - Present

Syed came to know about the work of Koorana when his children, now aged 15 and 17, attended one of the Supported Playgroups. Syed is the Senior Finance Manager at Toll Logistics. He is the Finance lead for their Retail, Consumer, Auto (RCA) and Grocery divisions. Syed brings with him a wealth of knowledge on best practice financial reporting. Syed has influenced Koorana's development of financial procedures and reporting. Syed joined the board in 2008.



Sujeet Jena
Non-Executive Director
2018 - Present

Sujeet Jena is a senior finance, audit, technology and risk executive with career highlights from global professional services, the community sector, academia and arts in Asia, USA and Australia. He is a Certified Public Accountant (CPA) and a Fellow of Chartered Accountants of India. Sujeet is also a leader of an Australia-wide cultural community organisation. He is a keen Gardner and bushwalker. He joined the Board in 2018.



Luisa Vumbaca
Non-Executive Director
2021 - Present

Luisa joined the Koorana Board in 2021 as a Non-executive Director. Bringing a wealth of industry experience, Luisa is a strategically focused senior marketing and communications professional, who has worked within multi-stakeholder organisations, across a variety of sectors. Admitted as a legal practitioner in NSW, Luisa also has in-house experience in ESG, policy and compliance, and commercial matters. Luisa is passionate about social justice and is a strong believer in the power of education where even the smallest effort can make a big difference.



Jodie Rollason
Non-Executive Director
2021 - Present

Jodie joined the Board in 2021 as a non-executive Director. Bringing over 10 years' experience in the Not-for-Profit Sector, Jodie is the CEO of MYST (Mountains Youth Services Team). With her passion for helping disadvantaged communities, Jodie thrives on advocacy and is committed to reducing social inequalities and systemic barriers to providing opportunities for the most vulnerable.



Justin Hogg
Company Secretary
March 2022 - Present

Justin works to deliver sustainable social impact through tailored advisory, governance and specialist services delivered with his highly experienced team at Right Source. A team that understands that when you set out to change the world you see problems as possibilities, so you need partners that set out to overcome challenges with a positive mindset. Justin Hogg is a Member of CPA Australia and a Fellow Member of the Governance Institute of Australia.

TREASURER’S REPORT



“Koorana has proven to be a strong organisation and delivered another solid year in terms of their financial performance, sustainability, and excellence in service.

It is with great pleasure to deliver the report on the financials of Koorana Child & Family Services Ltd, for the year ending 30th June 2022.

The result for the year has been audited and signed off by our external auditor StewartBrown on 26th September 2022 and is publicly accessible via the Australian Charities and Not for Profit Commission (ACNC).

Financial records show that Koorana has maintained its operating expenses low and consistently maintained its financial position over the period of time.

Koorana has proven to be a strong organization and delivered another successful year, in terms of their financial performance, sustainability, and excellence in service.

Koorana has been able to consolidate its position over the past year to expand our reach and influence. Koorana serves approximately 1,423 families compared to 1,269 families for the same period last year through its various activities and will continue to provide flexible and responsive services to families and children, with a deep commitment to an inclusive and holistic approach to early education, intervention, and family support.

This report covers the financial accounts for the period ending 30th June 2022 which represents the annual transactions of all Koorana activities delivered through our sites located at Croydon Street-Lakemba, Phillip Street-Roselands, Cleary Avenue-Belmore, Gibbs Avenue – Miranda and various community locations, we work.

Cash flow

As of 30th June 2022, Koorana held cash of \$1,499,313 compared to the same period last year of \$1,468,023.

Equity

As of 30th June 2022, Koorana retain equity balance of \$2,527,045 compared to the same period last year of \$2,557,762.

In General

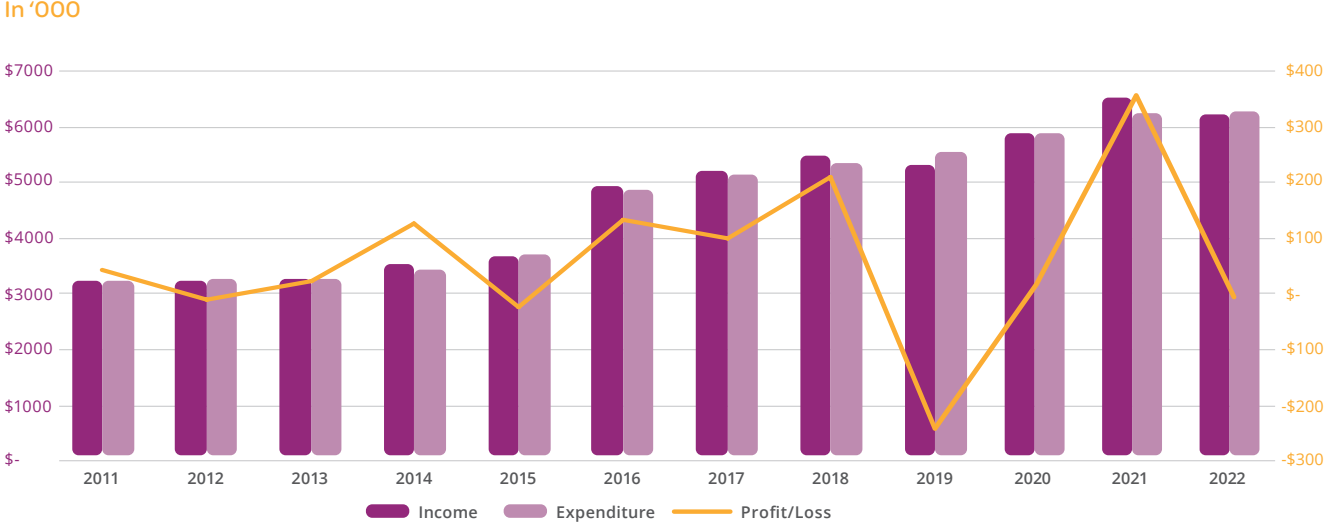
I would like to thank the operational team of Koorana, led by the CEO Morgan A. Fitzpatrick for their hard work and support, All Board Members - for their commitment and vision, StewartBrown Chartered Accountants - for their expert advice and last but not least our Donors, Sponsors and Families. I believe, our consistent performance and service delivery this year would not be possible without the collaboration of our stakeholders.

The accounts for the period ending 30th June 2022 are herein presented for your perusal and acceptance, duly audited by StewartBrown – Chartered Accountants.

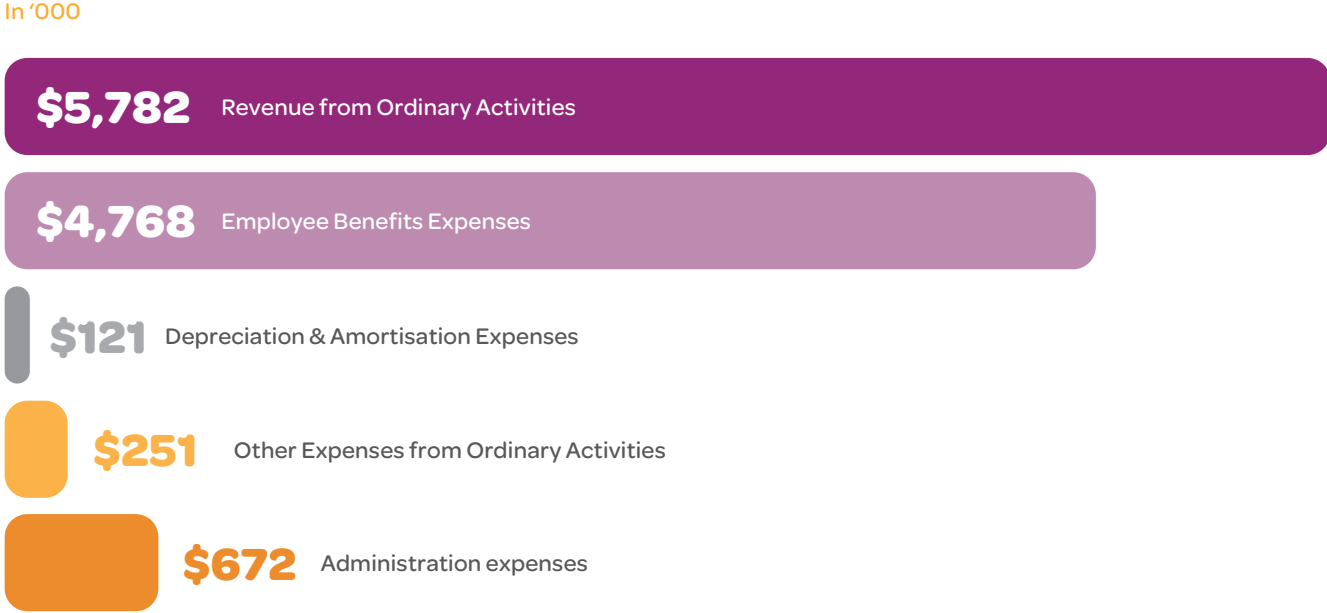
If you have any questions about the results or would like more information on anything mentioned above, please contact myself, Morgan A. Fitzpatrick, CEO or send us an email at accounts@koorana.org.au.

Syed Ammar Hasan
Treasurer

Year to year performance, 2011 to 2022



2022 Financial Highlights



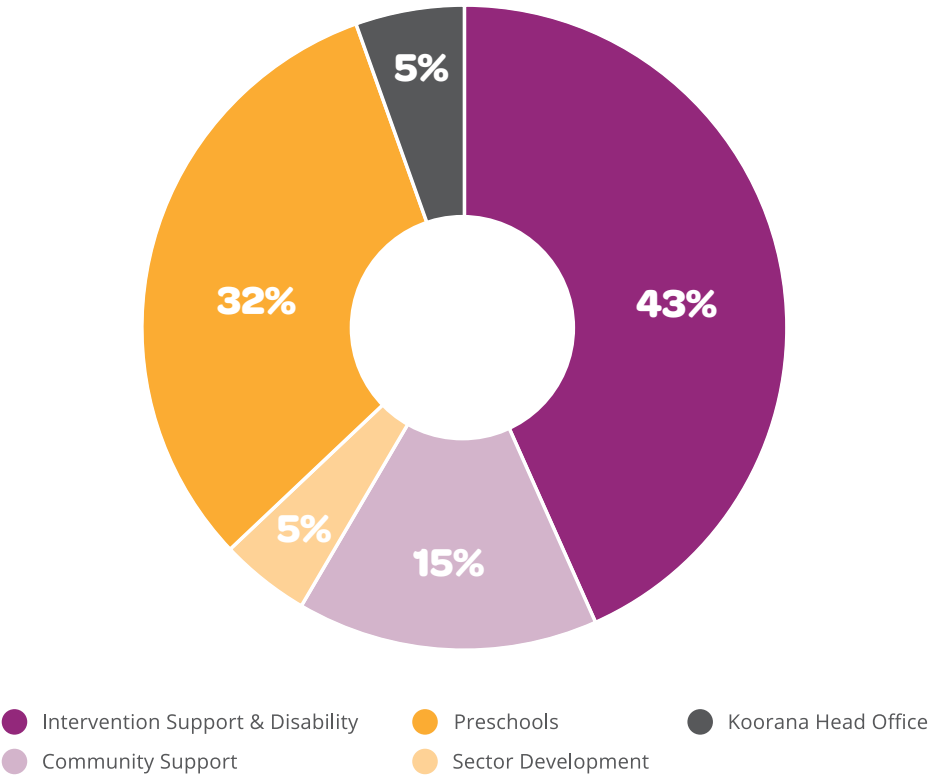
TREASURER’S REPORT

Income

Overall Income Comparison



Income Breakdown



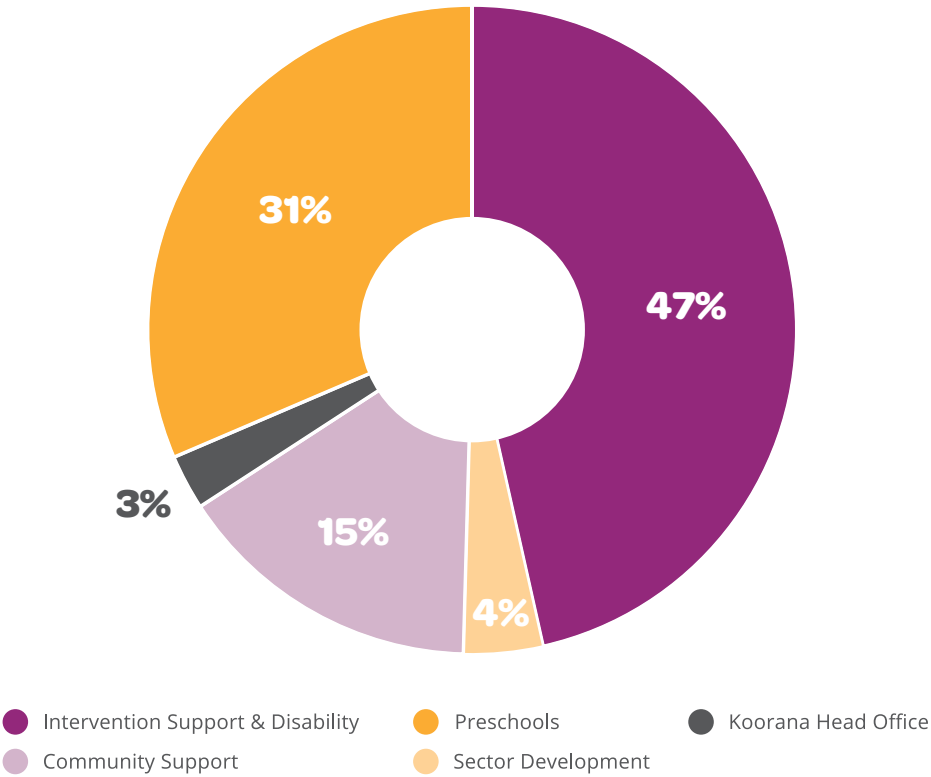
TREASURER’S REPORT

Expenses

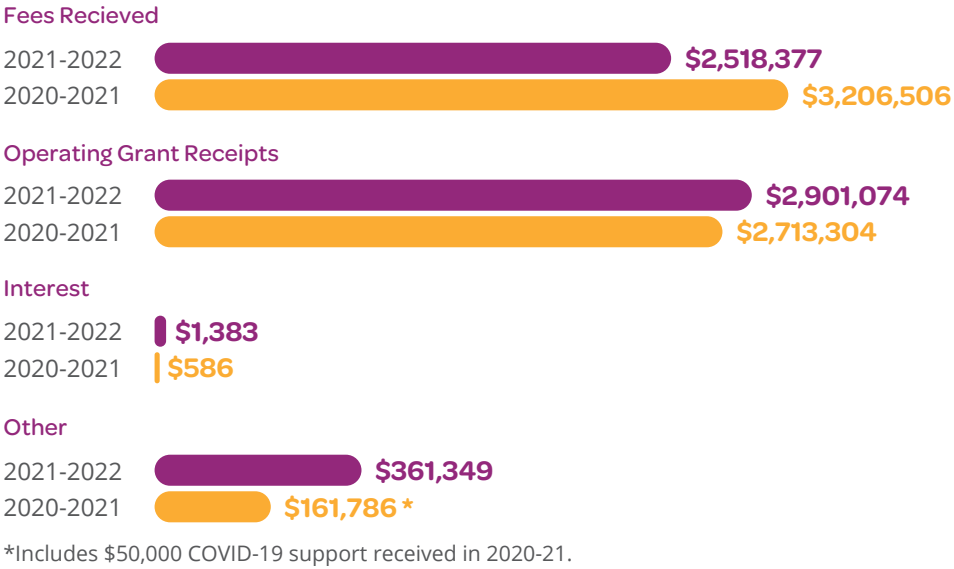
Overall Expenses Comparison



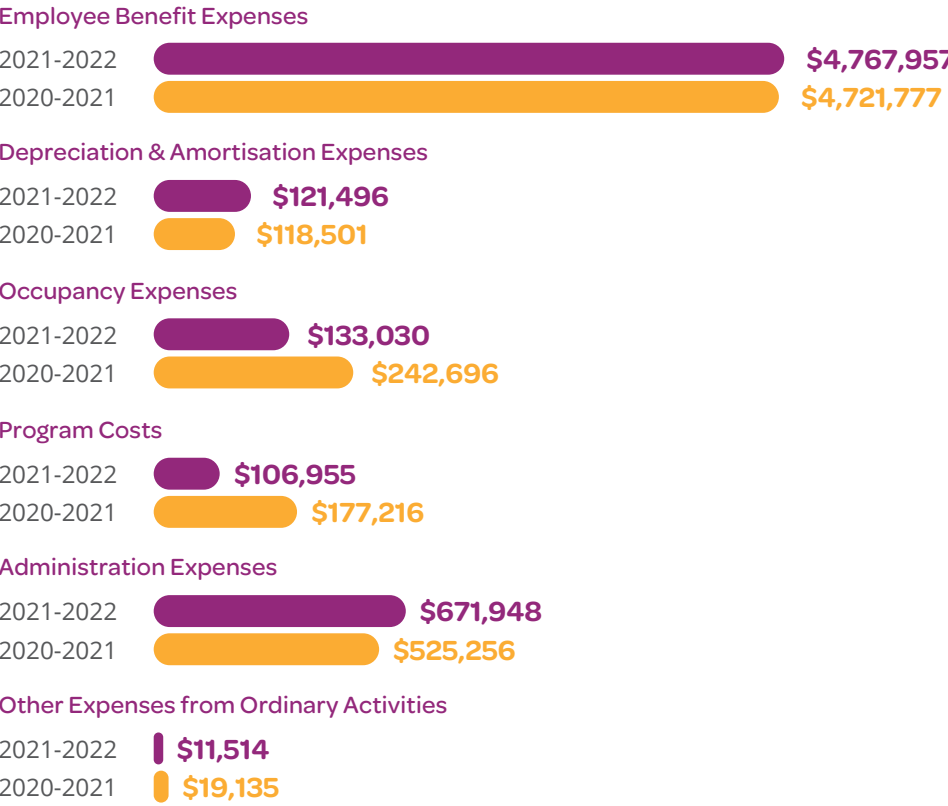
Expenses Breakdown



Summary Income Sources Comparison



Summary Expenses Services Comparison



LETTER FROM THE AUDITOR

Opinion

We have audited the financial report of Koorana Child and Family Services Ltd which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Directors’ Declaration.

In our opinion the financial report of Koorana Child and Family Services Ltd is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the company’s financial position as at 30 June 2022 and of its financial performance for the year then ended, and
- complying with Australian Accounting Standards - Simplified Disclosures and 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 Responsibility for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 Code of Ethics for Professional Accountants (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.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the Directors of the company, would be in the same terms if given to the Directors as at the time of this auditor’s report.

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

Directors’ Responsibility 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 - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the 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 have 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 the 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 this financial report.

A further description of our responsibilities for the audit of the financial report is located at The Auditing and Assurance Standards Board and the website address is <http://www.auasb.gov.au/Home.aspx>

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.

Report on Other Legal and Regulatory Requirements

In addition, our audit report has also been prepared for the members of the Company in accordance with section 24(2) of the Charitable Fundraising Act 1991. Accordingly, we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the Australian Charities and Not-for-profits Commission Act 2012. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the Charitable Fundraising Act 1991 and Regulations.

It should be noted that the accounting records and data relied upon for reporting on fundraising appeal activities are not continuously audited and do not necessarily reflect after the event accounting adjustments and the normal year-end financial adjustments for such matters as accruals, prepayments, provisioning, and valuations necessary for year-end financial report preparation.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial report. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

The audit opinion expressed in this report pursuant to the Charitable Fundraising Act 1991 has been formed on the above basis.

Auditor’s opinion

Pursuant to the requirements of Section 24(2) of the Charitable Fundraising Act 1991 we report that, in our opinion:

- the financial report gives a true and fair view of the financial result of fundraising appeal activities for the financial year ended 30 June 2022;
- the financial report has been properly drawn up, and the associated records have been properly kept for the period 1 July 2021 to 30 June 2022, in accordance with the Charitable Fundraising Act 1991 and Regulations;
- money received as a result of fundraising appeal activities conducted during the period 1 July 2021 to 30 June 2022 has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991 and Regulations; and
- at the date of this report there are reasonable grounds to believe that company will be able to pay its debts as and when they become due and payable.


Stewart Brown
Chartered Accountants
26 September 2022


S.J. Hutcheon
Partner



THANK YOU

Koorana would like to sincerely thank and acknowledge our generous partners and supporters. Your continued support of our work has enabled Koorana to support children and families through this past year. This list includes but is not limited to:

- NSW Department of Communities and Justice (DCJ)
- NSW Department of Education and Training (DET)
- National Disability Insurance Scheme (NDIS)
- National Disability Services (NDS)
- Our local Members of Parliament – Hon Sophie Costis and Hon Jihad Dib
- Canterbury Bankstown City Council
- Canterbury League Club
- Colliers
- UNSW Sydney
- Early Childhood Early Intervention Partners: Lifestart & EACH
- CCFI Interagency Partners
- Belmore PCYC and Bankstown PCYC
- Local schools across the areas we work
- Belmore South St Mel's Catholic School
- The various consultants who support Koorana on projects
- Our suppliers

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We would also like to thank the many parents, families and carers who have generously shared their skills to support our organisational activities.

GET INVOLVED

If you would like to support the important work that Koorana does there are many ways to get involved.

➤ Make a Donation

A small donation can make the difference in a child's life by giving access to much needed therapies. Please contact us via phone or email to donate.

➤ Join the Board

If you would like to use your expertise to make a difference by volunteering on our Board please send your resume to people@koorana.org.au or call us.

➤ Volunteer

By volunteering a few hours of your time you can help to support your local community and make the world a more inclusive place for all children. Call us now to discover a world of possibility.

➤ Fundraise for Koorana

Fundraising is a great way to support children in your local community, while having fun and meeting people. Talk to Koorana about fundraising initiatives such as a fun social event or a fundraising page that can support children in need. We are currently fundraising for our new Bass Hill Preschool, contact us to learn more.

➤ Remember us in Your Will

A gift to Koorana in your Will means that your generosity will be remembered and live on. Talk to us about how you would like your generous gift to be remembered.

➤ Become a Partner

Koorana believes that working in partnership with businesses, the community and government can provide educational, therapeutic and family support for all children. Partnering with Koorana can help improve staff engagement, boost morale, and support the community. Talk to us about how partnering with Koorana can help you.

➤ For more information on how you can help Koorana continue to provide important early childhood services and programs in your local community, please call the Koorana office on **1300 526 766** or visit our website at **koorana.org.au**

Koorana holds endorsement as a deductible gift recipient. All donations over \$2 are tax deductible.

All photos are of Koorana clients and staff, taken and printed with permission.

All photos have been taken by Good Thanks Media and Sophie Schirmer Photography.





Koorana Child & Family Services Ltd

Shop 5-6 / 721B Canterbury Road,
Belmore NSW 2192

Call us **1300 566 726**
Email us **enquiries@koorana.org.au**

 @koorana
 @koorana_child_and_family
 koorana.org.au

