

Can:Do Group

ANNUAL REPORT 2023-24



**Can:Do 4 Kids
Can:Do Hearing**

TOWNSEND HOUSE INCORPORATED



Acknowledgement of Country

The Can:Do Group acknowledges and pays respects to the Kaurana People, the traditional custodians of the lands on which we work, live and play.

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Welcome

Can:Do Group (Townsend House Incorporated) operates **Can:Do 4Kids** and our audiology business **Can:Do Hearing**.

Townsend House Incorporated is proudly South Australia's oldest children's charity. In 2024, we celebrate 150 years of empowering South Australian children who are deaf, hard of hearing, blind, have low vision and/or developmental delays.

As we celebrate our rich history and plan for a bright future, Can:Do Group remains committed to delivering best practice, multidisciplinary, family-centred care.

We're here because we care, and by reading this, we know you do too.

**Can:Do
Group**

Celebrating
150
Years
**Can:Do
4Kids**

**Can:Do
Hearing**

Can:Do 4Kids

Every child is one of a kind, and so are our services. For 150 years, Can:Do 4Kids has been a leading charity and disability service provider in South Australia – specialising in hearing, vision and developmental services for children of all ages.

We promote Early Intervention services, to maximise development and abilities in the critical early years, focusing on communication, play, physical, social and independence skills.

We take a holistic approach to support young people and welcome families into a supportive and nurturing community.

Can:Do 4Kids empowers children and families to make informed decisions, set meaningful goals and work in partnership to achieve them.



Can:Do Hearing

Can:Do Hearing is your trusted, local audiology clinic with four locations across Adelaide, including Hindmarsh, Noarlunga, Blackwood and South Terrace (City).

We are 100% independent which means we offer South Australia's largest range of hearing aids and our audiologists will only recommend what is going to work best for you.

Can:Do Hearing directly supports Can:Do 4Kids by funding vital support services for children with hearing loss.



Can:Do Mission

We are a responsible and inclusive organisation empowering generations of children and adults with hearing, vision and developmental needs.



Can:Do Vision

Our four pillars



Sustainability

A financially sustainable operating model

Invest and maximise in our efficiencies

Develop new and optimise existing revenue



Our People

Focus on the wellbeing of our teams

Invest in our people, our workforce engagement - great place to work

Create accessible and inclusive working environments



Our Services

Focus on best practice in everything we do

Can:Do 4Kids: a pathway of support from birth through to teenagers

Can:Do Hearing - Help adults, 'That sounds better!'



Innovation

Evolve service models for supporting families

Use technology to improve client service

Be agile to change and to adapt

Can:Do Values



Genuine Care

We act with genuine care with people at the heart of what we do



Honesty & Integrity

We are honest and behave with integrity



Do the Right Thing

We do the right thing for our clients, their families and our people



Collaboration

We work as a collaborative team



Professional

We are professional in everything we do

A note from **Carolyn Mitchell**

Can:Do Group Chairperson



What an incredible year it has been bringing our vision for Can:Do Group to life.

The opening of our new head office, therapy hub and audiology clinic at Hindmarsh was an astounding culmination of planning and teamwork.

We are thrilled that our significant investment in state-of-the-art facilities will further empower Can:Do 4Kids and Can:Do Hearing staff to deliver contemporary best practice.

Alongside the transformative Hindmarsh project, teams across Can:Do Group showed incredible focus working through our NDIS re-registration and delivered exceptional results.

The Can:Do Group Board worked diligently to support Lester and the Senior Leadership team in investing to future-proof our facilities and enhance the skillset of our specialist clinicians.

What a privilege it has been to lead Can:Do Group through this period of growth and change. I feel immense pride and confidence in the future of Can:Do 4Kids and Can:Do Hearing.

This year saw Can:Do Group take a huge leap forward in realising our vision for the future. To generous donors and supporters, we couldn't do this without you. Thank you.

A note from **Lester Wynne-Jones**

Can:Do Group Chief Executive Officer



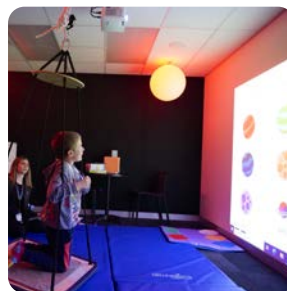
It is a privilege to lead Can:Do Group and be inspired daily by the courage, commitment and joy shown by our clients.

With the support of our Board and the generosity of donors, Can:Do Group has invested significantly in the leadership potential and specialist expertise of staff across Can:Do 4Kids and Can:Do Hearing.

We were incredibly proud to announce the Betty Can:Do Scholarship program for allied health in partnership with UniSA, and the introduction of a new Listening and Spoken Language traineeship.

Together with our focus on delivering state-of-the-art facilities we are equipped with the very best staff expertise, clinic spaces and technologies to engage clients with diverse needs and challenges.

Our purpose-built sensory room at Hindmarsh was unveiled this year and has been designed to support Can:Do 4Kids therapists to integrate their client's clinical goals with experiences that are fun, social and connected.



Through the determination and generosity of staff and supporters, Can:Do Group has become the contemporary, thriving organisation we proudly celebrate today. However, there is still much to do to ensure future generations of South Australians continue to have access to best practice audiology care and specialist early intervention therapies.

We are excited by the bright future that lies ahead, and we thank you for your continued support.

Can:Do Group Board

Our board is the group at the top, with their feet on the ground.



Carolyn Mitchell *Chairperson*

With over 30 years of accumulated experience as a Commercial Lawyer, Business Consultant and Leader, Carolyn brings exceptional leadership as the Chairperson of the Can:Do Group Board.

Carolyn's expertise in the areas of governance, strategy and people-led organisations has been honed through the decades as both a lawyer and non-executive director for a number of local and national organisations.

Carolyn's advice and guidance has been invaluable to the Can:Do Group as we navigate change and work to further improve to better service our clients and community.



Kevin Reid *Deputy Chairperson*

A Chartered Accountant, Business Leader and Experienced Non-Executive Director with over 24 years' experience as a partner with PwC and BDO, Kevin is an important and valued member of the Can:Do Board as Deputy Chair.

Kevin brings valuable knowledge and insights in auditing, financial reporting, transaction services and risk management to the Can:Do Group and generously provides leadership and advice in non-executive board roles at for-purpose organisations.



Alison Kimber *Director*

Alison Kimber brings extensive experience in banking and insurance, as well senior leadership in a number of state government agencies to the Can Do Group. She is a qualified actuary with expertise in governance, risk and change leadership.

Passionate about social equity and customer service, Alison has a diverse portfolio of non-executive roles in sectors including urban renewal, financial services in a profit-to-member organisation, community arts and disability services.



Mark Watson *Director*

Current Director of SRG Partners, Mark has over 25 years of experience as an Executive leader, including CEO and CFO roles for well-known local, national and multinational organisations such as Radiology SA, KPMG, PwC and Wirra Wirra Vineyards.

Mark provides invaluable advice in corporate and financial management, as well as tailored strategies to help the Can:Do Group navigate change and achieve the best possible outcomes for our clients.



Samantha Hellams *Director*

An experienced board director and senior executive across for-purpose, private and public sectors, Samantha is the current CEO of disability services provider, DLi. Her background includes experience in sectors including community services, agribusiness and law.

She brings to the Can:Do group expertise in achieving transformational change, strategic planning, risk management, corporate governance and organisational development. She is passionate about values-based leadership and a person-centred service delivery approach.



Mary Patetsos AM *Director*

A valued Director of the Can:Do Group Board, Mary is an experienced and professional Board Director across a variety of important health housing, aged care, tertiary education, community and Government organisations.

In 2023, Mary was recognised for her incredible work with a Member of Order of Australia for her significant contribution to multicultural Australia and for her services to Aged Care.

Mary brings invaluable skills in audit and financial analysis, grant allocation and cultural diversity as well as a passion for managing the sustainability and viability of not-for-profit organisations.

We are extremely grateful for our Board's support and guidance through times of growth, change and ongoing development.

Leaders in business, education and in the community - the Board provides valuable independent governance and contributions to the strategic direction of the Can:Do Group. They help to ensure our operations and services are performing to the highest level and continue to meet the needs of the clients we serve. Above all, they're passionate volunteers, mentors and community members.

Can:Do 4Kids Service Advisory Roundtable

We recognise and acknowledge the importance of engaging with our Can:Do 4Kids clients and their families to design and deliver services that meet their needs.

The Can:Do 4Kids Service Advisory Roundtable (SAR) has been established to harness the invaluable knowledge and insight of our passionate Can:Do 4Kids client families.

The SAR provides a structured partnership between client family representatives and Can:Do 4Kids, facilitating meaningful discussions for the provision of advice, direction, and advocacy for planning, delivery, design, measurement and evaluation of our services.

The outcomes of the SAR is to improve services and outcomes for children and young people with additional sensory needs in South Australia.

The SAR will complement the role of the Can:Do Group Leadership Team and Board to ensure that we are delivering a positive client experience our supports and services.



We would like to acknowledge and thank our valuable and dedicated SAR members.

Their insights and feedback have helped us to develop better systems, programs and spaces for our clients.

SAR Members:

Stephen Kemp (SAR Chair)

Amy Roe

Adrian Roe

Daniel Carr

Claire Kolokas

Aimee Tullio



Our new Hindmarsh building was opened in October, 2023



(From top) Can:Do Hearing staff, William and Mei, Can:Do Group staff at a team day.

We sincerely thank our Board, senior leadership team, staff, volunteers, ambassadors, partners, supporters, clients and families.



Financials

Townsend House Incorporated (THI) Financial Summary

Can:Do Group proudly opened a new purpose-built centre at Port Road, Hindmarsh in September 2023 to enhance the delivery of services to children and adults with hearing, vision and developmental needs.

In February 2024, the Can:Do Group sold the former Cora Barclay Centre in North Adelaide for \$2.8M with proceeds transferred into our investment portfolio to provide ongoing income.

The net operating deficit for the year improved to \$980k compared to a deficit of \$2.7M in 2023.

The deficit after non operating items of \$290k benefited from net fair value improvements in equity and non equity financial assets.

Operating revenue increased by \$1.4M (17%) to \$9.8M. This was primarily due to an improvement in service delivery income of \$0.9M and fundraising of \$0.4M.

Operating expenses decreased by \$380k primarily due to completion of the new client platform in Can:Do 4 Kids and organisational restructures during 2023. Additionally, the Marketing and Fundraising expenses also reduced by \$376k to \$450k in 2024.

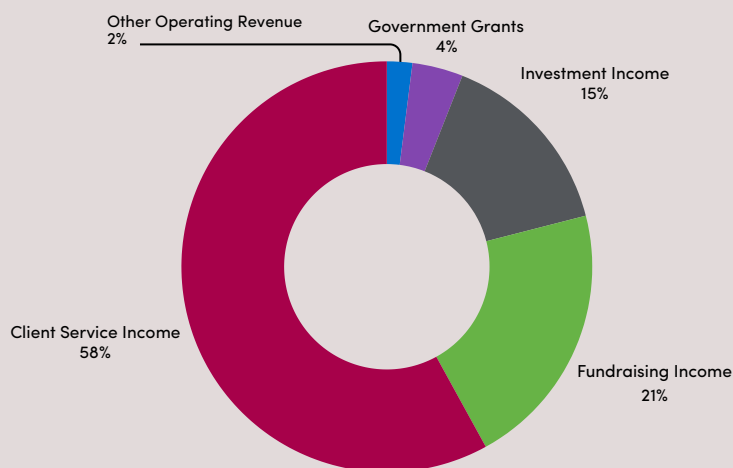
The THI Board and leadership team continue to be committed to achieving long term sustainability and delivering on our purpose through right sizing the operations and disciplined fiscal management.

We are extremely grateful to our corporate sponsors, individual donors and philanthropic supporters, who contribute significantly to achieving this together.

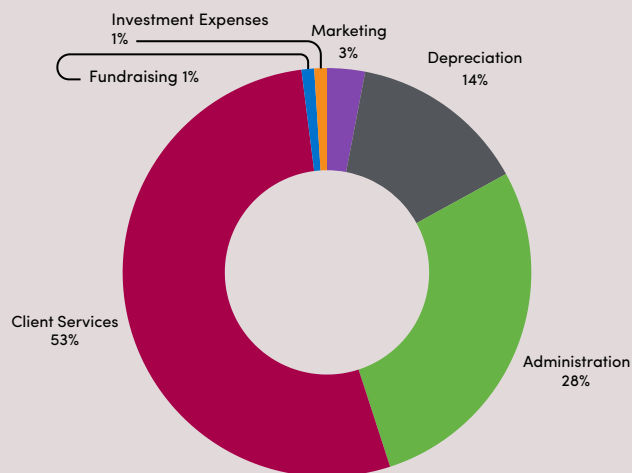
Financials

Townsend House Incorporated (THI) Financial Summary

2024 Operating Revenue



2024 Operating Expenditure



Income and Expenditure Summary

	2024 (\$,000)	2023 (\$,000)
Total Operating Revenue	9,817	8,440
Total Operating Expenditure	(10,797)	(11,176)
Operating Surplus / (Deficit)	(980)	(2,735)
Non-operating Items*	690	485
Surplus / (Deficit) after non-operating items	(290)	(2,251)

* Non operating items include net fair value movements on equity and non-equity financial assets (2024 gain of \$638K; 2023 gain of \$370K). 2024 also includes a net gain on property disposals \$53K (2023 \$180K).

Financials

Townsend House Incorporated (THI) Financial Summary

Net Asset Position - 30 June

	2024 (\$,000)	2023 (\$,000)
Total Current Assets	2,203	4,689
Total Non-current Assets	35,789	34,144
Total Current Liabilities	1,525	1,497
Total Non-current Liabilities	9,802	10,380
Net Assets	26,666	26,956

THI's net asset position reduced by \$290K from 30 June 2023 to 30 June 2024 driven by operating losses.

THI's financial statements have been prepared in accordance with the relevant Australian Accounting Standards. HLB Mann Judd, has audited these statements and a full set of accounts including the unqualified audit report will be available upon request. The Royal South Australian Deaf Society (RSADS) accounts are pending final wind-up by Townsend House Inc.

Auditors

HLB Mann Judd

Bank

BankSA

Investment Adviser

Ord Minnett

Thank you

Your support makes
a big difference!

We are so very grateful for the incredible generosity of the South Australian community.

Support comes from a variety of sources and whether from monthly donations, corporate support or fundraising events and challenges, it all makes a real difference.

Through our own resources, our corporate and administrative costs are largely met, meaning that more of your donated dollar goes straight to services for children, young people and adults living with sensory impairment.

We would like to thank every supporter for each vital dollar donated this year - we couldn't do it without you!



Our Can:Do Heroes

There are many individuals to whom we are extremely grateful to for their support, generously ensuring our clients and their families continue to receive the absolute best in services and therapy. In respect of our donors privacy we withhold from publicly acknowledging their contributions unless specifically requested.

Thanks to our Major Partners:



Drakes.



Partners and Supporters

Audeara
Arup Adelaide
Beyond Bank
Brentnalls SA
Brighter
Carbine Club of South Australia
Howard Vineyard
Inovor Technologies

The Lion Hotel
The Stamford Grand
Lions Club of Adelaide
Mercedes-Benz Adelaide/Unley
Mt Barker Community Centre
Workspace Commercial Furniture
SA Water
Safe Work SA

SHAPE
Specsavers, West Lakes
Torrens Transit
Toyota CRO
Treasury Wine Estates
Vili's
Yots Hair

Friends of Can:Do

The Murray Family
The Ward Family
The Mason and Loi Family
The Carr Family
The Roe Family
The Kemp Family

The Tullio Family
The Bottrill and Cheng Family
David Shipway
John Bannister
Neville Mead
Regular Donors

Trusts & Foundations

Cops for Kids
Variety SA
SA Power Networks Employee
Foundation



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