



Annual Report  
**2022-23**  
**Can:Do Group**

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

TOWNSEND HOUSE INCORPORATED  
AND THE ROYAL SOUTH AUSTRALIAN  
DEAF SOCIETY INCORPORATED



## Acknowledgement of Country

The Can:Do Group acknowledge and pay respects to the Kaurna People, the traditional custodians of the lands on which we work, live and play.

**Can:Do**  
**Group**





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# Welcome to the 22-23 Annual Report.

The Can:Do Group comprises South Australia's oldest charity, Can:Do 4Kids, Townsend House and its social enterprise Audiology business, Can:Do Hearing. We're here because we care.

And by reading this, we know you do too.

We're proudly South Australia's oldest children's charity, entering our 149th year. And while a lot has changed since our early days, one thing has remained the same:

*our Can:Do attitude.*

**Can:Do**  
**Group**

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

**Can:Do**  
**Hearing**





# Can:Do 4Kids

## It's a Can:Do future

Every child is one of a kind, and so are our services.

For 149 years, Can:Do 4Kids (Townsend House) has been a leading charity and disability 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.

Our qualified NDIS specialists 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 these goals.



## Can:Do Hearing *That sounds better!*

Can:Do Hearing is a 100% independent South Australian audiology clinic with four locations across Adelaide.

Experts in adult and paediatric audiology services, Can:Do Hearing provides qualified, specialist services to support hearing health, including:

- Hearing Assessments
- Tinnitus Management
- Wax Removal
- Workplace Assessments
- Hearing Aids

Can:Do Hearing directly supports Can:Do 4Kids by finding 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 4 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 a privilege it has been to lead another year of transformational change for Can:Do Group.*

This year notably included the completion of the transition of Deaf Can:Do services and staff to Deaf Connect; and the transfer of Can:Do Hearing staff and assets to Townsend House.

In October 2022, we welcomed Lester Wynne-Jones to the role of Group Chief Executive Officer.

Lester is an accomplished and trusted leader, with a stellar track record in supporting multidisciplinary teams. Lester is known for delivering transformation programs that prioritise meaningful benefits for clients alongside sustainable growth, and we believe his expertise will be invaluable to Can:Do Group.

Lester hit the ground running, investing significant time getting to know our people, and setting a bold vision for the future.

The Can:Do Group Board has worked diligently to support Lester and the Senior Leadership Team across many strategic projects, with the most significant being our substantial investment in the new Can:Do Group Head Office at Hindmarsh.

Perhaps the biggest task the Can:Do Group undertook was the successful transition of Deaf Can:Do services and staff to Deaf Connect. While shortly after, transferring the Can:Do Hearing business and remaining staff and assets to Townsend House.

I continue to be humbled by the impact our incredible Can:Do Group team has on the lives of people living with hearing loss, vision loss and developmental needs across South Australia. To our wonderful donors, volunteers, partners and suppliers – we thank you for supporting us as we take bold steps toward a bright future.





# A note from Lester Wynne-Jones

Can:Do Group  
Chief Executive Officer

*What an honour it has been to lead such a passionate team over the past year.*

It has been truly inspiring to see the care and commitment each of our therapists and audiologists have in ensuring the best possible outcome for every Can:Do client.

This year has been essential in building a solid foundation from which to grow. Our team worked tirelessly to implement a new CRM for Can:Do 4Kids and an online booking system for Can:Do Hearing.

Alongside this work, we delivered our first parental survey in partnership with Can:Do 4Kids families. These projects helped us to not only meet NDIS compliance requirements, but importantly has improved our communication with Can:Do Group clients and supported our scheduling teams to streamline their critical work.

Can:Do Group's inaugural "Team Day" in January was a resounding success, with our theme of teamwork and communication solidifying our vision for a truly multidisciplinary approach, not just for our therapists but for all teams across Can:Do Group.

We also went live with new websites for Can:Do Hearing and Can:Do 4Kids in January, with these projects closely aligned to our focus on enhancing the user experience for all Can:Do Group clients and supporters.



Our Can:Do 4Kids families once again warmed hearts and inspired giving at our 10th Dinner in the Dark event. The wonderful Rachael Leahcar generously performed for our guests but the star of the show was young Adeline Roe, an Australian cricket star and long-time client of Can:Do 4Kids vision services.

Our sincere thanks to our corporate partners for so generously supporting this event over many years. We were also thrilled by the success of our inaugural "Giving Day" with a huge number of kind and generous individuals bringing our donation tally to an incredible \$80,000 raised.

Loud Shirt Day has long been Can:Do 4Kids most iconic fundraising event and importantly raises vital awareness of hearing loss in children, supporting greater inclusion and highlighting the importance of early intervention programs. Our team looks forward to Loud Shirt Day each year, particularly the opportunity to highlight the achievements of so many of the children we support.

In amongst all of this, Can:Do Group moved out of our Welland site at the end of June. The decision to consolidate our existing sites into a new purpose built facility at Hindmarsh, designed to the latest disability and accessibility codes, wasn't taken lightly. But it strategically positions us to deliver best-in-class services to children with sensory needs through Can:Do 4Kids and older adults experiencing hearing loss with Can:Do Hearing.

Our Hindmarsh project kicked off in October and we await our move in date of September 2023 with great anticipation.

**To everyone who has been on this journey with us, we have moved at pace but with diligence and focus on ensuring a sustainable future for our organisation and our people.**

**We sincerely take the responsibility of caring for people – our clients and staff – with the utmost respect and we couldn't deliver our vital services without your support, so**

*Thank you*





# 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 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.

Her incredible leadership and knowledge comes from her work at the Women's and Children's Health Research Institute, as the Chair of The Executive Connection (TEC) Group 6 and at Cowell Clarke Commercial Lawyers as well as her extensive directorships in the arts and business.



## **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 Director.

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.

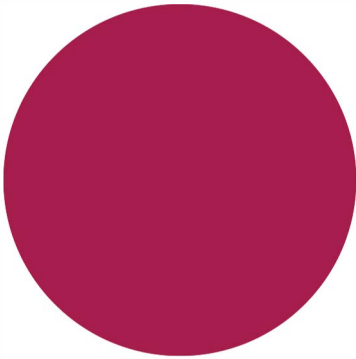
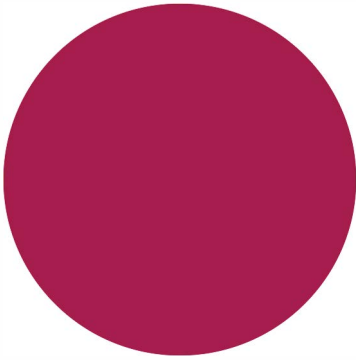


## **Mark Watson**

### 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 Multi-National 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.



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.

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



## Samantha Hellams

### Director

Legal and Senior Executive Business Leader across for-purpose, private and public sectors, Samantha is the current CEO of Disability Living and her background includes experience in community services, law and agribusiness.

She gives the Can:Do group incredible 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, 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.



# 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.

## SAR Members:

**Stephen Kemp** *SAR Chair*

**Amy Roe**

**Adrian Roe**

**Daniel Carr**

**Claire Kolokas**

**Aimee Tullio**

*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.*

# Financials

## Townsend House Incorporated (THI) Financial Summary

On 31 July 2022, the Can:Do Hearing business and assets were transferred from Royal South Australian Deaf Society (RSADS) to Townsend House Incorporated (THI), resulting in all associated income and expenditure being incurred by THI from that date.

The net operating deficit for the year was \$2.735m compared to a deficit of \$1.472m in 2021.

The deficit after non operating items of \$2.251m was materially impacted by the loss on the fair value movements on financial assets of \$2.101m in 2022.

Operating revenue increased by \$1.861m (28.3%) to \$8.440m. This was primarily due to the recognition of 11 months trading results for Can:Do Hearing (+\$1.984m), with a reduction in Can:Do4Kids income of \$394k.

Operating expenses increased by \$3.124m (38.8%) primarily due to THI recognising Can:Do Hearing expense of \$1.7m and incurring all corporate expenditure which was previously partly recorded within RSADS.

Administration expenses were increased to 27.6% of operating expenditure (2022 25.3%).

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

*We are grateful to our donors and funders, who contribute to achieving this together.*

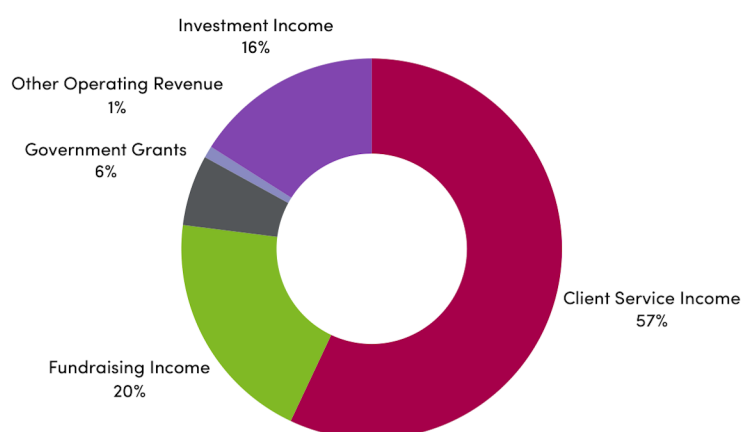




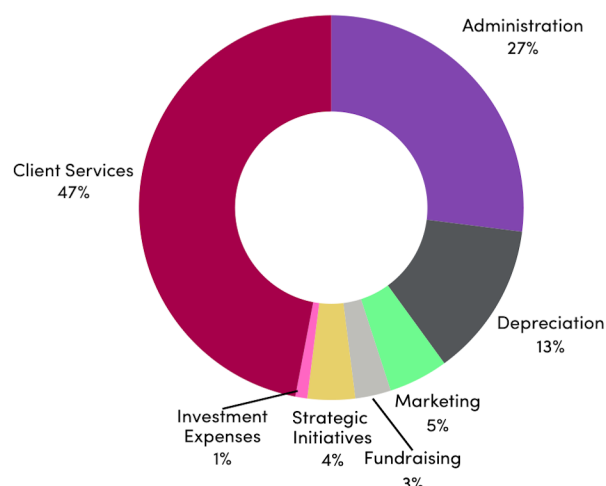
# Financials

## Townsend House Incorporated (THI) Financial Summary

### 2023 Operating Revenue



### 2023 Operating Expenditure



### Income and Expenditure Summary

	2023 (\$,000)	2022 (\$,000)
Total Operating Revenue	8,440	6,579
Total Operating Expenditure	(11,176)	(8,051)
<b>Operating Surplus / (Deficit)</b>	<b>(2,735)</b>	<b>(1,472)</b>
Non-operating Items*	485	(2,102)
<b>Surplus / (Deficit) after non-operating items</b>	<b>(2,251)</b>	<b>(3,574)</b>

\* Non operating items include net fair value movements on equity and non-equity financial assets (2023 gain \$370k ; 2022 loss \$(2.1)m). 2023 also includes a net gain on property disposals \$180k (2022 nil).

# Financials

## Townsend House Incorporated (THI) Financial Summary

### Net Asset Position - 30 June

	2023 (\$,000)	2022 (\$,000)
Total Current Assets	4,689	3,113
Total Non-current Assets	34,144	33,437
Total Current Liabilities	1,497	1,302
Total Non-current Liabilities	10,380	6,041
<b>Net Assets</b>	<b>26,956</b>	<b>29,207</b>

THI's net asset position reduced by \$2.251m from 30 June 2022 to 30 June 2023 driven by operating losses funded partly funded by the sale of assets. The current assets include a reclassification of the North Adelaide property as an asset held for sale (\$2.7m) with \$530k loss recognised in FY23.

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.

#### **Auditors**

HLB Mann Judd

#### **Banker**

BankSA

#### **Investment Adviser**

Ord Minnett



# Thank you

## Your Support has made 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!

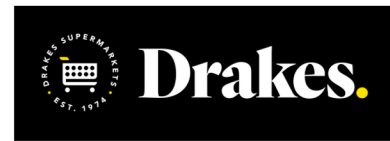
There are many individuals to whom we are extremely grateful to for their support, generously ensuring our clients and their families continue to receive the absolute best in services and therapy. In respect of our donors privacy we withhold from publicly acknowledging their contributions unless specifically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

## Our Thanks

### Partners and Supporters

Adelaide Symphony Orchestra  
Adlab  
Adventure Rooms  
Ambra Spirits  
Bank SA  
Beyond Bank  
Brighter  
Brothers at War  
Bunnings Warehouse  
South Australia  
Carbine Club SA  
Catlin Wines  
CBB  
Chaffey Bros  
City Gold Bullion  
City of Marion  
City of Unley  
Coastal Skydrive  
De Lisio Wines  
Developing Links  
Divers Delight  
Dowie Doole

Thanks to our  
Major Partners:



HOODSWEENEY





# Our Thanks

## Partners and Supporters cont.

EVKA Photography  
Forage Supply  
Fox Creek Wines  
Fresh 92.7  
Frontier Software  
Galabid  
Gillespie Sports  
Grounded Cru  
Howard Vineyard  
Kimbolon Wines  
Lady Bay Hotel  
Lansdowne  
Lienert Vineyards  
The Lion Hotel  
Lions Club of Adelaide  
Lino Ramble  
L J Hooker - St Peters, Glynde, Adelaide  
City, Walkerville  
Matthews Architects  
Marble Hill Wines  
Maughan Thiem  
Mercedes-Benz Adelaide & Unley  
Migration Museum  
Mitani  
Mustang Owner's Club of South Australia  
Muster Wines  
Mysterious Mr Black  
National Wine Centre  
Never Never Distilling Co  
New Era Vineyards  
Ocean Eco Villas  
Oval Hotel  
Paulett Wines  
People's Choice Community Lottery  
Peninsula Providore  
Phonak  
Port Adelaide Football Club  
Purple Hands  
Radical Torque Solutions  
Robert Oatley Wines  
SA Power Networks  
SA Water  
Scene Change  
Seniors Card  
Sew & Sew  
SHAPE  
Shingleback  
South Adelaide Football Club  
Stamford Grand Adelaide  
Specsavers, West Lakes  
Tasting Australia  
Telstra Stores Elizabeth, Ingle Farm, Munno  
Para, Salisbury, Port Pirie, Port Lincoln and  
Whyalla  
Telstra, Colonnades

The Lane Vineyard  
Thistledowne  
Tiff Manuell  
Tomich Wines  
Topline Promotions  
Topz Shopz Whyalla  
Torrens Transit  
Trescowthick Wines  
Unitron  
Vanguardist  
Variety  
Vicinity  
Vilis Family Bakery  
Vinteloper  
XO Wine Co.  
Willow Bay  
Wine Direct  
Workspace Commercial  
Furniture  
Your Choice Conveyancing

## Friends of Can:Do

Cale Porter  
Ben Trobbiani  
Rachael Leahcar  
David Shipway  
John Bannister  
Cicely Bungey AM  
Max Mason  
Megan Marotti  
Neville Mead  
The Roe Family  
The Forde Family  
The Carr Family  
The Kemp Family  
Amiee and Oscar Tullio  
Yee and Morgan  
Charlotte Murray and  
Family  
Amy Eastham  
Dr Matison  
Dr Bishop  
Regular Donors

## Trusts and Foundations

Variety SA  
SA Power Networks  
Employee Foundation

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



*We are a team  
and we really couldn't do it without you!*

# Can:Do Group

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