



Can:Do Group

ANNUAL REPORT 2024-25

Can:Do 4Kids
Can:Do Hearing

TOWNSEND HOUSE INCORPORATED

Acknowledgement of Country

Can:Do Group acknowledges this land is the traditional lands for the Kurna people and we respect their spiritual relationship with their country.

We also acknowledge the Kurna people as the custodians of the greater Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today.

We also extend that respect to other Aboriginal Language Groups and other First Nations.

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We are so proud of our team's commitment to our values, which has been instrumental in earning the prestigious "Best Workplace" award from Xref Engage in 2025.

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

Townsend House Incorporated is proudly South Australia's oldest children's charity. In 2024, we celebrated 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**

**Can:Do
4Kids**

**Can:Do
Hearing**

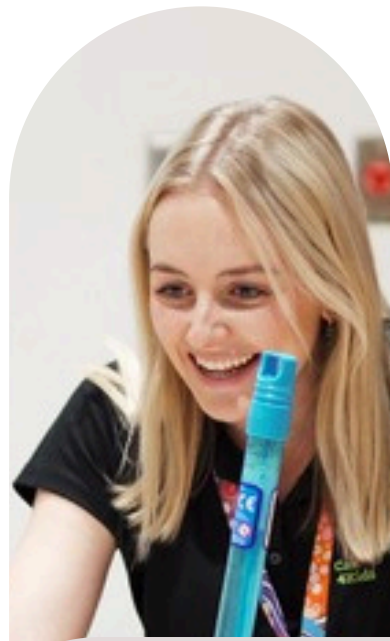
Can:Do 4Kids

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 working with young people and welcoming families into a supportive and nurturing community. Our two purpose-built therapy hubs at Hindmarsh and Noarlunga are complemented by school-based supports.

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



We delivered therapy services to over 450 children this year. 32% of these children accessed more than one service.



Can:Do Hearing

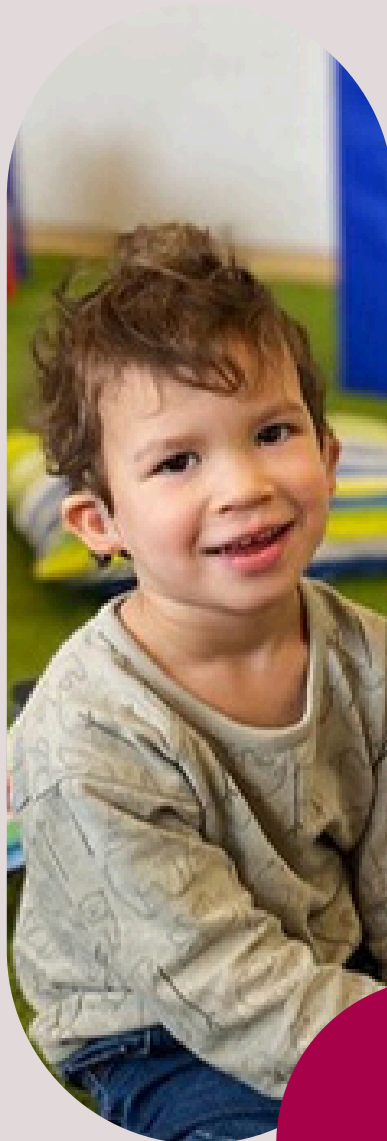
Can:Do Hearing is your trusted, local audiology clinic now with seven locations across Adelaide: Unley, Hindmarsh, Noarlunga, Blackwood, McLaren Vale, Clovelly Park and Stirling.

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.



*98.5% of families
reported that our services
have had a positive impact
on their child's life.*

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: 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 and 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

Our aspiration for the future is to build on a legacy of trailblazing.

In 2024, we marked the momentous occasion of 150 years of Can:Do 4Kids with a reception at Government House. It is an incredible testament to the vision of William Townsend that we honour the legacy he started in 1874.

Through the determination and generosity of countless children, families, staff and supporters, this legacy has evolved over 150 years to become the contemporary, thriving organisation we proudly celebrate today.

Alongside our celebration of past achievements, we look to the future. We welcomed three new Board members with diverse professional expertise and lived experience, further strengthening our Board's commitment to driving transformational change.

Our social enterprise Can:Do Hearing continues to grow and thrive with the acquisition of two new clinics in Unley and McLaren Vale. These significant investments mark our confidence in the future of Can:Do Group and the value our services deliver to the South Australian community.

We continue to be humbled by the support of our donors and partners. The impact of their generosity can be felt for generations, through programs like the Betty Can:Do 4Kids

Occupational Therapy and Speech Pathology Scholarships. We are thrilled to highlight the impact people like Betty have made possible in the pages you are about to read.

I am very grateful for the dedication of our team, guided by our senior leaders, and the strong support provided by our Board. Our work reflects a collective effort, and we are fortunate to have such a wonderful team.

We are steadfast in our dedication to honour the South Australian community's trust, as we continue to evolve our services to meet the changing needs of generations to come. We look forward to sharing the journey with you.



Our sincere appreciation to Her Excellency the Governor and Mr Bunten for extending patronage to Can:Do 4Kids in commemoration of our 150th year.



A note from **Lester Wynne-Jones**

Can:Do Group Chief Executive Officer

As we celebrate a legacy of achievement, I reflect on the privilege it is to guide our future.

A great example of this is our innovative Tech Connect program, which helps young people build social and leadership skills, share interests, and communicate through cooperative Virtual Reality.

I was lucky enough to don a VR headset and join some of our young clients at the launch, and I can tell you, chopping wood and chasing digital sheep in an immersive 3D world is quite a thrill – if not a bit startling! It really does make you wonder: what would William Townsend think of these incredible advancements, and how much his legacy has grown in 150 years? I think he would have loved it!

Thanks to the support of our Board, we are equipped with the very best people, spaces and technologies to integrate clinical goals with experiences that are fun, social and connected. We are incredibly proud to share that Can:Do Hearing is now the largest independent provider of audiology services in South Australia, as we acknowledge the impact our services have on vulnerable people of all ages.

We witness the passion our staff bring to their work each day and were delighted to be recognised by Xref Engage as a “Best Workplace” in 2025. This award acknowledges organisations



Can:Do 4Kids client, Charlotte, represented SA at the Power of Speech event at Parliament House, July 2024.

with outstanding culture and an exceptionally engaged workforce.

We again watched in awe as children supported by Can:Do 4Kids achieved incredible success, including young Charlotte who represented South Australia at Power of Speech, addressing Federal Parliament in Canberra. In a touching moment, the MC for the event was Megan Marotti, a client of Can:Do 4Kids herself as a child and now a valued member of our Fundraising and Partnerships team.

It is these moments that spark inspiration, as we navigate changing landscapes and ensure we are prepared to deliver life-changing services for many more decades to come.

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 numerous 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.



Samantha Hellams

Deputy Chairperson

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.



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 an 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.



Kevin Reid

Director

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.



Sue-Ann Charlton

Director

With more than 25 years of executive leadership across diverse sectors—including financial services, corporate superannuation, utilities, and the public sector—Sue-Ann brings a wealth of strategic and operational expertise. Her career spans key roles in financial planning, education, banking, customer experience, digital transformation, communications, and people leadership, with organisations such as Mercer, Westpac, BT Financial Group, SA Power Networks, and the South Australian Government.

Sue-Ann's personal connection to Can:Do Group deepened following a sudden onset of single-sided hearing loss in 2019, which left her completely deaf in her left ear. This lived experience informs her passionate advocacy for inclusive services and supports the Group's mission to empower people of all ages who are deaf, hard of hearing, blind or have low vision.



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.



Mark Watson

Director

Current Managing Director of SRG Partners, Mark has over 30 years of experience as an Executive leader, including CEO and CFO roles for well known local, national and multinational organisations such as ECH, Voyages Indigenous Tourism Australia, 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.



Klade Thomas

Director

Klade Thomas is an experienced executive and board director with a strong background in health, disability, and community services. She brings over 15 years of extensive expertise in clinical and corporate governance, compliance, and organisational transformation across complex, multi-site operations.

Currently a Board Member with the CAN:DO Group and National Manager, Clinical, Quality and Safeguards at ONCALL Group, Klade provides strategic leadership that strengthens governance frameworks, quality systems, and community impact. She also serves on the Clinical Advisory Council for Adelaide PHN, advising on service integration and health system improvement.

A Graduate of the Australian Institute of Company Directors (GAICD) and Registered Nurse, Klade is recognised for driving accountability, innovation, and sustainable growth in purpose-driven organisations.



Tapan Dave

Director

Tapan is an experienced technology and transformation leader with more than 20 years of executive and consulting experience across the public, private, and not-for-profit sectors. He brings strong expertise in digital transformation, governance, and risk management, with a focus on using technology to improve accessibility, inclusion, and service delivery.

Tapan holds an MBA (Technology) from the AGSM @ UNSW and is a Graduate of the Australian Institute of Company Directors (GAICD). He is also a Senior Certified Professional Member of the Australian Computer Society (MACS Snr CP). Tapan is deeply committed to good governance and the role of innovation in strengthening organisational capability and community outcomes.

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

Our Board generously offer their time, expertise and guidance to ensure our services remain exceptional and responsive to those we serve. They are passionate volunteers and mentors who enrich us with heart and purpose.



Can:Do 4Kids Service Advisory Roundtable

We value the voices of our Can:Do 4Kids clients and their families in shaping services that meet their needs. The Service Advisory Roundtable (SAR) brings together client family representatives and Can:Do 4Kids in a structured partnership to provide advice, direction, and advocacy across service planning, delivery, and evaluation.

SAR aims to enhance outcomes for children and young people with sensory needs in South Australia and supports the work of the Can:Do Group Leadership Team and Board in delivering a positive client experience.

SAR Members

Stephen Kemp (Chair) Amy Roe
Adrian Roe Daniel Carr Aimee Tullio

Betty Can:Do 4Kids Occupational Therapy and Speech Pathology Scholarships

Through the generosity and foresight of people like Betty and their families, bequests ensure our vital services continue to evolve and meet the needs of children and young people for decades to come. The Betty Can:Do 4Kids Occupational Therapy and Speech Pathology Scholarships are delivered in partnership between Can:Do 4Kids and UniSA, empowering talented students with an interest in supporting children and young people with diverse needs to pursue careers in the allied health industry.

"I am married with two young children and decided to study speech pathology later in life when my eldest child struggled with stuttering issues as a 3-year-old. Receiving the scholarship has made a big difference for me, as it's taken off some pressure with working while I study and take care of my children. My ultimate goal is to be able to help children who are struggling with their communication and language."



2024 Scholarship
recipient, Emily Cuttle



Loud Shirt Day

Each year, **Loud Shirt Day** brings us bold colours, bright smiles and the kind of community generosity that inspires.

In 2024, South Australians raised an incredible \$75,000 to help more families access our group therapy programs.

We thank our valued partners who also organised wonderful community events. (See page 23).

Our Impact



The impact made possible by our donors and supporters during 2024/25 was simply extraordinary.

Through your generosity, and the bravery of 3-year-old William and his family, we established the Can:Do 4Kids Urgent Intervention Fund (UIF). The UIF bridges funding gaps for South Australian children with hearing or vision loss who need urgent rehabilitation, early intervention therapies and specialised supports during critical windows of development that these children can't afford to miss.

Children like 2-year-old Zara* from a vulnerable family, faced with significant delays in accessing NDIS funding after receiving cochlear implants. Zara needed urgent intervention, but her family couldn't afford private therapy costs. Without your support, Zara would have been at significant risk of missing critical hearing development windows. Can:Do 4Kids was able to step in with Listening and Spoken Language therapy to ensure Zara has the brightest possible future.

Our donors once again opened their hearts to children like Zebedee at Christmas and in celebration of Loud Shirt Day. Zeb's family were introduced to Can:Do 4Kids shortly after 3-week-old Zeb was diagnosed with severe hearing loss in both ears. Tiny Tots is a specialised group therapy program, developing early listening and language skills by creating a social context for babies to learn in. Importantly, Tiny Tots also supports families to connect and form a community.

*Name changed for privacy reasons





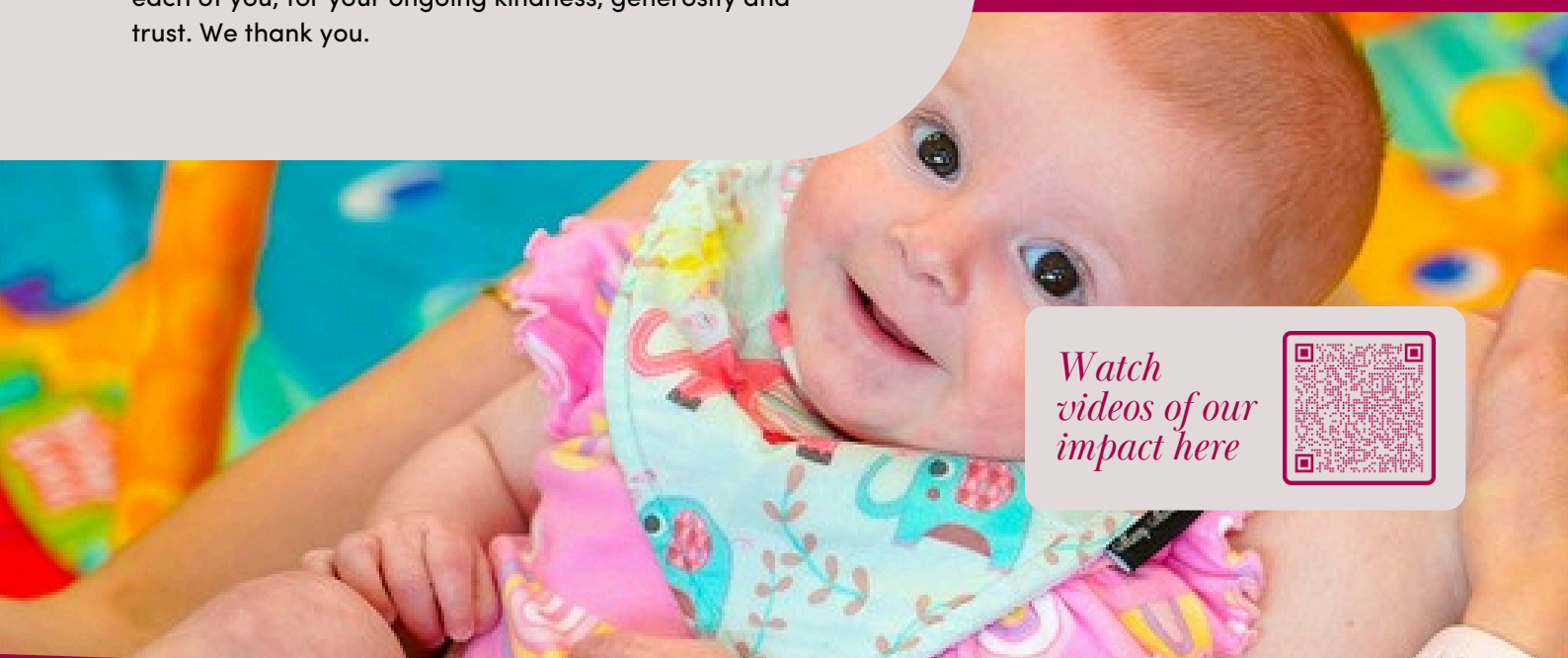
Can:Do 4Kids committed to making Tiny Tots accessible to more families in 2025. Our donors helped reduce financial barriers for families wanting to access Tiny Tots, while allowing them to stretch their NDIS funding further in other vital areas, like speech pathology. The impact this will have on their futures is immeasurable.

"We didn't know anyone in this community or where to go. Our GP said Can:Do 4Kids is amazing, so we made that connection instantly and started coming to Tiny Tots. It makes us feel less alone, because they really get it and know where we're at," Tiana, Mum to Zebedee.

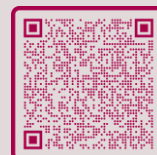
Buoyed by the incredible progress made with your support, we launched our biggest vision yet.

To create a multi-faceted outdoor therapy space at Can:Do 4Kids Noarlunga. More than a playground, it will be a sensory space, a powerful therapy tool, and real-world simulation that will empower children to achieve incredible new milestones with the support of speech and occupational therapists at Can:Do 4Kids. We can't wait to share progress updates of this purpose-built play space in 2026.

The future of Can:Do 4Kids and the children and families we support is incredibly bright. Our deepest gratitude to each of you, for your ongoing kindness, generosity and trust. We thank you.



Watch
videos of our
impact here



Financials

Townsend House Incorporated (THI) Financial Summary

The year in review

Can:Do Group completed the acquisition of two independent audiology businesses as part of the growth strategy for Can:Do Hearing.

Can:Do Hearing operates as a social enterprise in support of the work that Can:Do 4Kids does in South Australia for children and young people.

The acquisition of Fleurieu Hearing based in McLaren Vale was completed in April 2025 extending our clinical reach to new areas. The acquisition of Hearing SA was completed in June 2025 providing Can:Do Hearing with a new flagship clinic in the heart of the Unley Shopping Centre.

With the combined acquisitions Can:Do Hearing is now the largest fully independent audiology business in South Australia. The acquisitions provide additional and convenient access for clients with a now expanded network of seven clinics and GP hubs.

The Board

The THI Board and senior leadership team continue to be committed to achieving long term sustainability in an ever-changing environment.

The Group continues to demonstrate professional and disciplined fiscal and risk management ensuring the Group is well positioned for changes in the business and allied health industry in 2026 and beyond.

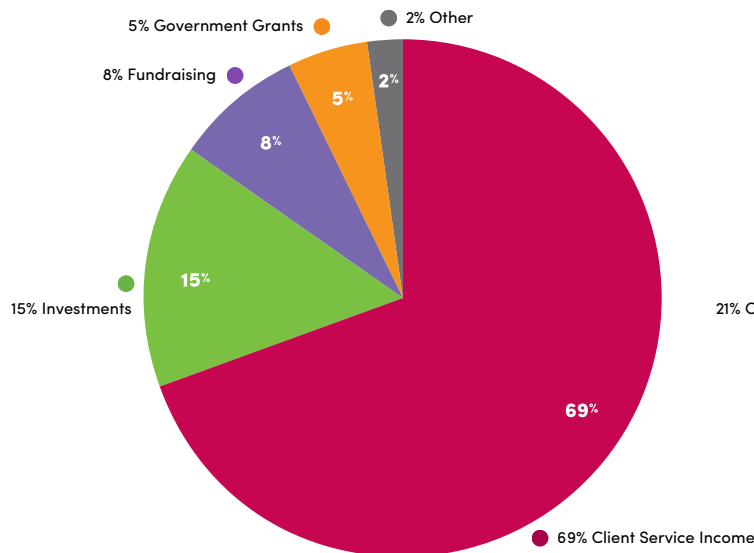
Together with high quality centres and clinics, the approach will facilitate continued support to children who are deaf, hard of hearing, blind, have low vision and/or developmental delays in South Australia.

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

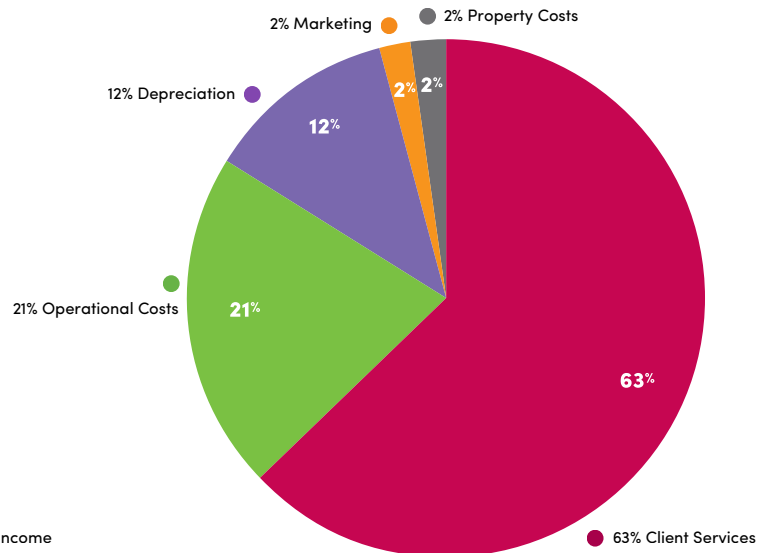
Financials

Townsend House Incorporated (THI) Financial Summary

2025 Operating Revenue



2025 Operating Expenditure



Income and Expenditure Summary

	2025 (\$,000)	2024 (\$,000)
Total Operating Revenue	8,668	9,817
Total Operating Expenditure	(11,312)	(10,797)
Operating Surplus / (Deficit)	(2,644)	(980)
Non-operating Items*	855	690
Surplus / (Deficit) after non-operating items	(1,789)	(290)

* Non-operating items include net fair value movements on equity and non-equity assets (2025 gain of \$855k; 2024 gain of \$638k). 2024 also includes a net gain on property disposals \$53k.

Financials

Townsend House Incorporated (THI) Financial Summary

Principal activities

The principal activities of the Can:Do Group (Townsend House Incorporated) during the financial year were to promote, support and provide services for children and audiology services to children and adults in South Australia.

Operational results

- Can:Do Group recorded a net operating deficit of \$2.64 million, compared to the \$0.98 million deficit in 2024
- Income from Client Services in Can:Do 4 Kids and Can:Do Hearing improved to \$6.01 million from \$5.71 million in 2024
- Total operating expenses increased to \$11.3 million from \$10.7 million in 2024

Net Asset Position – 30 June

	2025 (\$,000)	2024 (\$,000)
Total Current Assets	3,641	2,203
Total Non-current Assets	31,858	35,789
Total Current Liabilities	1,981	1,525
Total Non-current Liabilities	8,633	9,802
Net Assets	24,877	26,666

Auditors HLB Mann Judd | **Bank** BankSA | **Investment Adviser** Ord Minnett

The financial statements have been prepared in accordance with Australian Accounting Standards and have been audited by HLB Mann Judd, who issued an unqualified audit opinion. A full set of audited accounts is available upon request.

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:



Partners and Supporters

ABC Workplace Giving Program
Audeara
Bank SA
Beyond Bank
Brentnalls SA
Café Moonta
City of Tea Tree Gully
Deaf Metal
Dentons Adelaide

Gallagher
The Lion Hotel
Kiin Restaurant
Lions Club of Adelaide
Lions Club of Willunga
Liquor Industry Golf Day
Mercedes-Benz Adelaide & Unley
Morris Car Club of SA
ReGEN Op Shop

SA Water
SHAPE
Specsavers, West Lakes
Starkey
Torrens Transit
Toyota CRO
Vili's Bakery
Youth GLF

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
The Green Family
Regular Donors

Trusts & Foundations

CMV Staff Foundation
SA Power Networks Employee
Foundation
Perpetual Foundation



Thank you.

Your support makes a big difference!

We are so 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, 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 vital services for South Australian children and young people.

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

**Can:Do
Group**

193-195 Port Road
Hindmarsh SA 5007

www.CanDoGroup.com.au

