



Can:Do Group
ANNUAL REPORT
2021-22

Can:Do 4Kids
Deaf Can:Do
Can:Do Hearing

TOWNSEND HOUSE INCORPORATED
AND THE ROYAL SOUTH AUSTRALIAN
DEAF SOCIETY INCORPORATED



About Dimi

Dimi has been part of our Can:Do family since his birth. Dimi was born with a hearing loss and was later diagnosed with Stickler Marshall's syndrome.

Dimi is currently receiving services from Can:Do 4Kids to facilitate his sensory regulation and support increased attention and learning. His mum, Francis knows Can:Do 4Kids will be there every step of the way to ensure that Dimi has the brightest most independent future he can.

Dimi using assistive technology to read a book.

Front cover image: Long time Can:Do 4Kids client, Dimi.

Welcome

It's time to report an end of an era. A time to reflect but to also continue with our can:do attitude.

This is our 148th Annual Report of Townsend House and 131st, and final Annual Report of the Royal South Australian Deaf Society.

From 28 April 2022 all Deaf Can:Do services and staff were transferred to the national organisation 'Deaf Connect'. Subsequently, Can:Do Hearing the Can:Do Groups social enterprise business soon after transitioned to Townsend House. With the Board to formally close the Royal South Australian Deaf Society during 2023.

From the end of April 2022 and beyond the Can:Do Group comprises Can:Do 4Kids, Townsend House and Can:Do Hearing its social enterprise audiology business.

We will continue to strive together to build inclusive communities and give people the skills to live a life without limits.





Our independent living skills kitchen is proudly supported by SA Power Networks. Our group programs in this space support the development of daily living skills, such as preparing a meal so our clients can transition to adulthood with confidence.

Can:Do 4Kids client, Arthur (left) and his family.

You are welcome here

Can:Do Group is proud to be a positive, inclusive environment that embraces diversity, engagement and belonging.

At Can:Do we strive together to build inclusive communities and give people the skills to live a life without limits. We care about who you are, where you come from and the people around you. We embrace and celebrate diversity and welcome people from all cultural, religious and social groups.

Kids are welcome here. Using Auslan is welcomed here. People of all abilities and disabilities are welcome here. People from culturally and linguistically diverse (CALD) backgrounds are welcome here. People who identify as LGBTQIA+ are welcome here. Aboriginal and Torres Strait Islander people are welcome here.

We are committed to the safety of all children and young people and ensure that all of our services maintain a child safe and friendly environment.

We acknowledge and respect the members of the Deaf Community in Australia, who preserve their rich heritage, culture and their language; Auslan. We also acknowledge them as the custodians of Auslan, promoting awareness, equality and access through our sign language. Through Auslan, they inspire future leaders in the Deaf Community to continue their legacy and heritage.

We acknowledge the Kaurna people as the custodians of the lands and waters of the Adelaide region. We pay respect to elders both past and present. We acknowledge and respect their spiritual, physical and emotional connection with their land, waters and community.

Can:Do 4Kids

As South Australia's only children's specialists in both vision and hearing, Can:Do 4Kids has been providing specialist support for over 145 years. Our family centred services specialise in supporting children and young people who are blind, have low vision, are deaf, are hard of hearing, or have other sensory needs.

Can:Do 4Kids specialises in Early Intervention and Child and Youth Services. Early Intervention, to maximise development and abilities in the critical early years, focusing on communication, play, physical, social and independence skills such as sleep, toileting and feeding. And Child and Youth Services, to develop social and life skills, communication, gross motor, attention and concentration, cognition, independent living skills and transition support to school or adult services.

Can:Do 4Kids empowers children and families to make informed decisions and set goals which are achievable and meaningful. We work in partnership to achieve these goals.

Deaf Can:Do

Deaf Can:Do positively impacted the lives of around 900 South Australians each year who are Deaf or hard of hearing. Our case workers assisted vulnerable members in the Deaf community facing isolation and marginalisation. However, as times change, so do the bespoke needs of each community.

After close consultation with the South Australian Deaf community, the decision was made that all Deaf Can:Do services would be transferred to and provided by the national organisation 'Deaf Connect' from 28 April 2022. These services will continue to flourish well into the future.

Can:Do Hearing

Can:Do Hearing is a South Australian independent, not for profit multisite audiology clinic.

As experts in adult and paediatric audiology services and support, we work in collaboration with Can:Do 4Kids and Deaf Can:Do to provide customised and integrated service solutions to our clients.

We deliver a suite of audiological services at multiple locations across metropolitan Adelaide and offer South Australia's largest range of hearing aids and assistive listening devices.

We pride ourselves on the specialist expertise and up to date knowledge of our qualified and experienced audiologists.

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Our Purpose

At Can:Do we strive together to build inclusive communities and give people the skills to live a life without limits.

Be it through speech or sign, touch or technology, we will support every person who is deaf, blind, hard of hearing, has low vision or other sensory needs to be the best they can be.

Our Can:Do Attitude

We act with care

We care for our clients, community and each other. We care about who you are, where you come from and the people around you. People are at the heart of what we do, and because we care, we don't assume, we don't judge, and we don't give up.

We stay connected

We are stronger together. Our impact is amplified when we work in partnership. We make sure to stay connected through shared vision and honest conversations. We connect to the community because we are passionate about building a brighter future for everyone.

We live courageously

We challenge, question, explore and take risks. We know that without courage we cannot innovate, and every measured risk is an opportunity to learn. We speak out, we stand up and we believe bravery is inspiring.

We work conscientiously

Results require work, so we work hard. We act with integrity and authenticity. We keep learning, because there is always something new to learn. Evidence always informs our practise. We stand by our actions, do what we say and we take responsibility.

Strategic Plan



Board

Good governance is essential to maintaining trust between Can:Do Group and the communities we support.

Can:Do 4Kids and Deaf Can:Do are governed by a joint Board, all of whom are volunteers. The Board's objective is to provide independent governance and to ensure our operations and services are performing to the highest level and meeting the needs of people with sensory needs.

We are extremely grateful for our Board's support and assistance in guiding the organisation through our times of growth, major change and development.



Ms Carolyn Mitchell
(Chair)



Mr Kevin Reid
(Deputy Chair)



Ms Alison Kimber



Mr Mark Watson



Dr John Harvey
(Resigned September 2022)



Ms Samantha Hellams



Ms Amanda Pepe
(Resigned April 2022)



Ms Mary Patetsos



Dr Carolyn Palmer AM, PhD
(Resigned November 2021)

Service Advisory Groups

Our advisory groups ensure we hear directly from our clients and play a crucial role in providing feedback on a range of topics, including services, events and communications.

Deaf Can:Do Committee Members (transferred to Deaf Connect from 28 April 2022)

- Deaf community & Sports SA - Jacqui Bowden
- Women's Friendly Society - Cecilia Mitselburg
- Senior Citizen's Group - Richard Kennewell
- Southern Deaf Group - Alan Sandon
- Deafblind Community- Vacant
- Hard of Hearing Community - Nicola Drury

Can:Do 4Kids Committee Members

- Stephanie Forde (Chairperson 2021/22)
- Adrian and Amy Roe
- Kerrie Stojavljevic
- Daniel Carr
- Claire Kolokas
- Stephen Kemp
- Dem Ecclestone
- Nickarla Marggraff

Our Year



Mr Lester Wynne-Jones
Chief Executive Officer



Ms Carolyn Mitchell
Can:Do Group Chairperson

Our Chair, Carolyn Mitchell joins me in presenting our first annual report since taking on the roles of Chief Executive Officer and Chairperson of Can:Do Group. The 2021-22 financial year certainly proved to be one of challenges, changes and triumph.

As Chair and Chief Executive Officer, it is our privilege to lead and grow this great organisation as we adjust to evolving in the complex external environment in which we operate. I see Can:Do Group as one of the most socially valuable organisations in South Australia, and am inspired by the Can:Do team and their ongoing commitment to the people we support.

This year our teams continued to work diligently through COVID to make sure clients felt safe, supported and valued. These efforts

contributed to a sense of shared community and ensured clients and their families remained at the heart of all we do. Thank you to all our wonderful supporters who help cover the myriad of extra costs and resources needed to support everyone who needs us, particularly through the pandemic. It is truly heart-warming to be part of the Can:Do community, who show such generosity.

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. The Board will formally close the Royal South Australian Deaf Society during 2023. While this is the final annual report of the Royal South Australian Deaf Society, the achievements, history and culture will live on for years to come.



I would like to take this opportunity to sincerely thank our predecessors 2021 Can:Do Group Chairperson, John Harvey and Chief Executive Officer, Heidi Limareff who both made some significant decisions to position the Group well for the future. As well, thank you to Associate Professor Carolyn Palmer AM who retired from the Board at the end of 2021 after being a dedicated member for over 40 years. Among a number of accolades, such as being awarded Member of the Order of Australia in 2014 for significant service to the community, particularly to people who are blind or have low vision, Carolyn provided ongoing professional development support for our therapists. The Can:Do team affirm that her contributions and advocacy over the years have been invaluable.

Our goal now, is to ensure the Group continues to thrive in a sustainable way so the people who rely on us for support can live full lives well into the future.

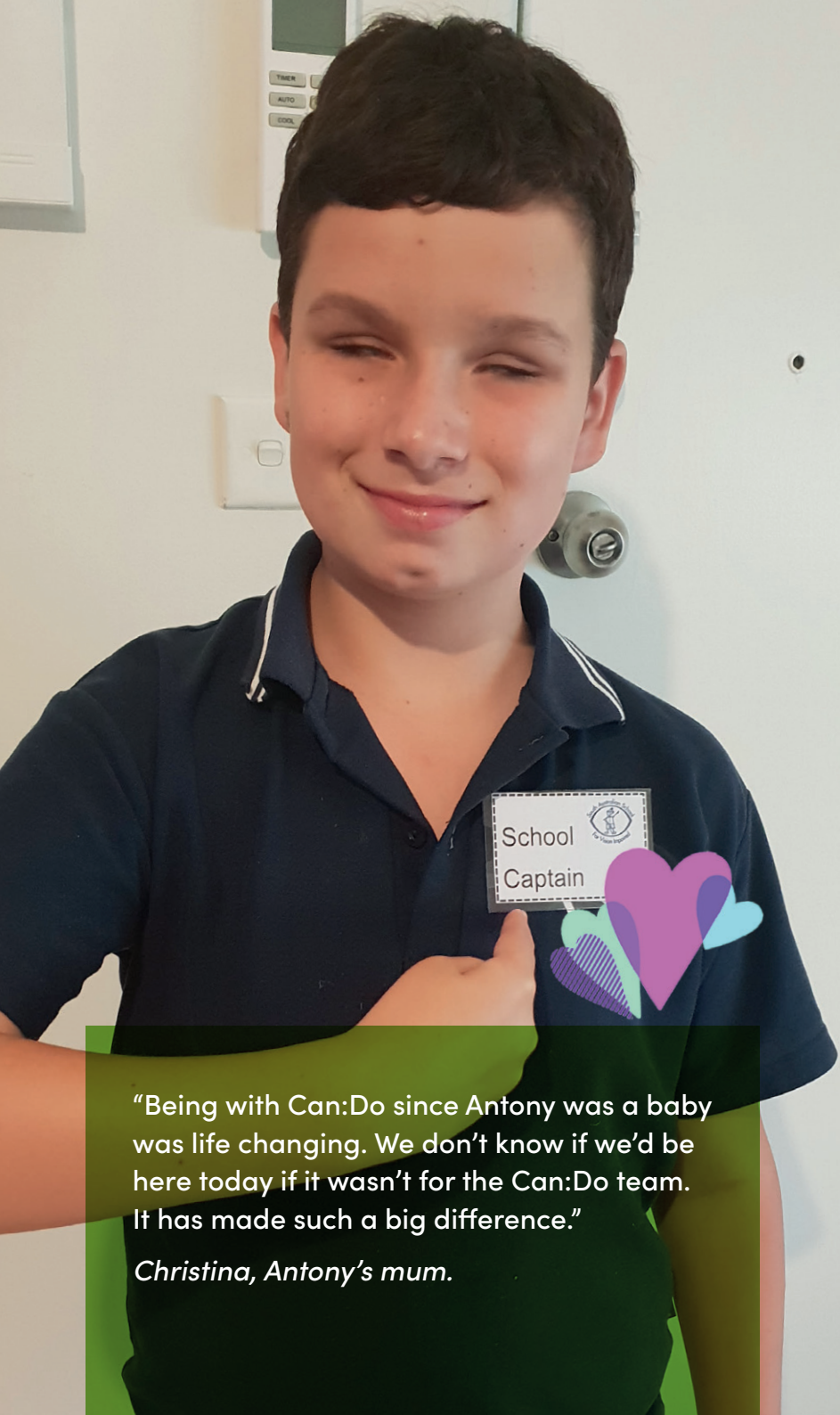
Our dedicated Can:Do team make all that we strive to achieve possible. Carolyn and I can not thank you enough for your hard work and dedication.

In this Annual Report, we look back on the past year, farewell Deaf Can:Do and celebrate the ways in which we are laying foundations for the future.

Thank you for your support.

A handwritten signature in black ink, reading "Lester Wynne-Jones".

Lester Wynne-Jones
Chief Executive Officer



Can:Do 4Kids

Building on our efficiencies

The Can:Do 4Kids team continued to work tirelessly through COVID to make sure clients received consistent service provision. Our families are always at the heart of everything we do, and this is reflected by the team we have on the ground. More and more we are providing a high level of support to help families navigate the changes and challenges of the NDIS, including advocating for increased funding for clients. We must thank our generous supporters who allow us to provide the highest level of care.

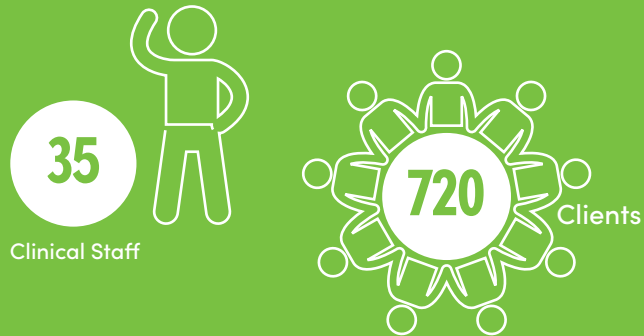
The opening of the South Australian borders in late 2021 were not without its challenges for the broader community. We were no exception, having to make the difficult decision to cancel our end of year and New Year client family events. It was a sad outcome as we know how much our families enjoy these events and a lot of work went into organising them, but we had to act in a manner that was the safest for our clients, staff and community.

“Being with Can:Do since Antony was a baby was life changing. We don’t know if we’d be here today if it wasn’t for the Can:Do team. It has made such a big difference.”

Christina, Antony’s mum.

Can:Do 4Kids client, Antony.

We will continue to ensure our clients are at the centre of everything we do.



We took some time to review our systems this year and commenced a very exciting project which will deliver a new Customer Relationship Management (CRM) system. Our new CRM system will improve the experience our clients have by choosing Can:Do 4Kids as their provider and will help to streamline many internal processes. We are beyond excited to have our new system up and running for January 2023.

Our work also centred on the foundations for new ways of working—as our internal and external environment changed. We focused on how we could come together, uniting around a new smaller structure of our organisation after the transfer of Deaf Can:Do services to Deaf Connect.

Finally, many of our staff also undertook Auslan studies in 2021. Those staff who have completed their Auslan Certificate 2 at the end of 2021 have shown a real commitment to learning. Also, the broader Can:Do team and their ongoing commitment and thirst for new skills, knowledge and their desire to continue with professional development.



“ I have really enjoyed my time at Deaf Can:Do, working alongside other Deaf people and working with the Deaf community. Some highlights include supporting clients to achieve their goals and encouraging clients to try new things and teaching Talking Hands classes, sharing Deaf culture with the students.”

Deaf Can:Do staff member

Deaf Can:Do

As times change, so do the needs of each community.

Having proudly connected with, advocated for and provided services to the South Australian Deaf community over the last 130 years, with your support, Deaf Can:Do, the Royal South Australian Deaf Society has seen many exciting developments. Proudly shifting services from a welfare model to a client centred model of choice and control, introducing ‘Auslan in the Home’, providing Information, Linkages and Capacity Building supports and the provision of interpreting services.

Other achievements include seeing the Deaf-led community’s successful stewardship of the South Australian government for the provision of access to mainstream education for Deaf children and youth. More recently, Deaf Can:Do worked alongside SA Health on a project that will continue to provide better access to the healthcare systems for the Deaf community well into the future.

Deaf Can:Do staff at the Silent Lunch event for National Week of Deaf People.



These are only a small selection of a wide range of incredible achievements from our valued community members. However, as times change, so do the bespoke needs of each community.

After close consultation with the South Australian Deaf community throughout 2020 and 2021, the Can:Do Group's Board and Chief Executive made the decision that all Deaf Can:Do services would be transferred to and provided by the national organisation 'Deaf Connect' by the end of April 2022.

Deaf Connect lead through the provision of services to the Deaf communities of Australia, with a heavy emphasis on engaging a Deaf led workforce and Board. This highlighted the alignment between what the Deaf community told us they want and what Deaf Connect can provide.

We welcome and praise this new chapter for the Deaf community in South Australia.

Deaf Can:Do would like to provide our most sincere and heartfelt thanks to all those who have supported us. We can celebrate this new chapter knowing we are doing the right thing and that this will result in even more achievements, amazing opportunities and the best outcomes aligned to the Deaf community's future goals and aspirations.

The history, services and Deaf culture will proudly continue to prosper well into the future.

Can:Do Hearing

Can:Do Hearing

Building Smart Connections.

The difference between Can:Do Hearing and other providers is very clear to us. All our audiologists have a Master's degree in audiology and are professional members of Audiology Australia with many years' experience between them. We are independent and not for profit and our audiologists do not receive commissions.

As competition in the industry increases and the market becomes more and more crowded, Can:Do Hearing must strengthen its offering. We are focused adding value by educating the community on hearing health and widening our scope for off site tests and screenings.

Being not for profit and independent is one of our approaches, as is aligning to likeminded partners. This year we are proud to continue our partnership with Seniors Card and the Adelaide Symphony Orchestra, as well as securing a new partnership with the Marion RSL and Lifecare (Aged Care) at Aldinga.

"For the past 20 years, I've had the opportunity to work collaboratively with other audiologists, in a clinical support and educational role in both the cochlear implant and hearing aid rehabilitation space. My diverse experience has given me an advanced understanding of cochlear implants and hearing aids and what solution works best for each individual."

Scott Eckert, Can:Do Hearing Senior Audiologist

Scott Eckert with members of the Marion RSL.



Adult Appointments

5370



Adult Clients

2813



Child Appointments

1710



Child Clients

1302



Student Placements

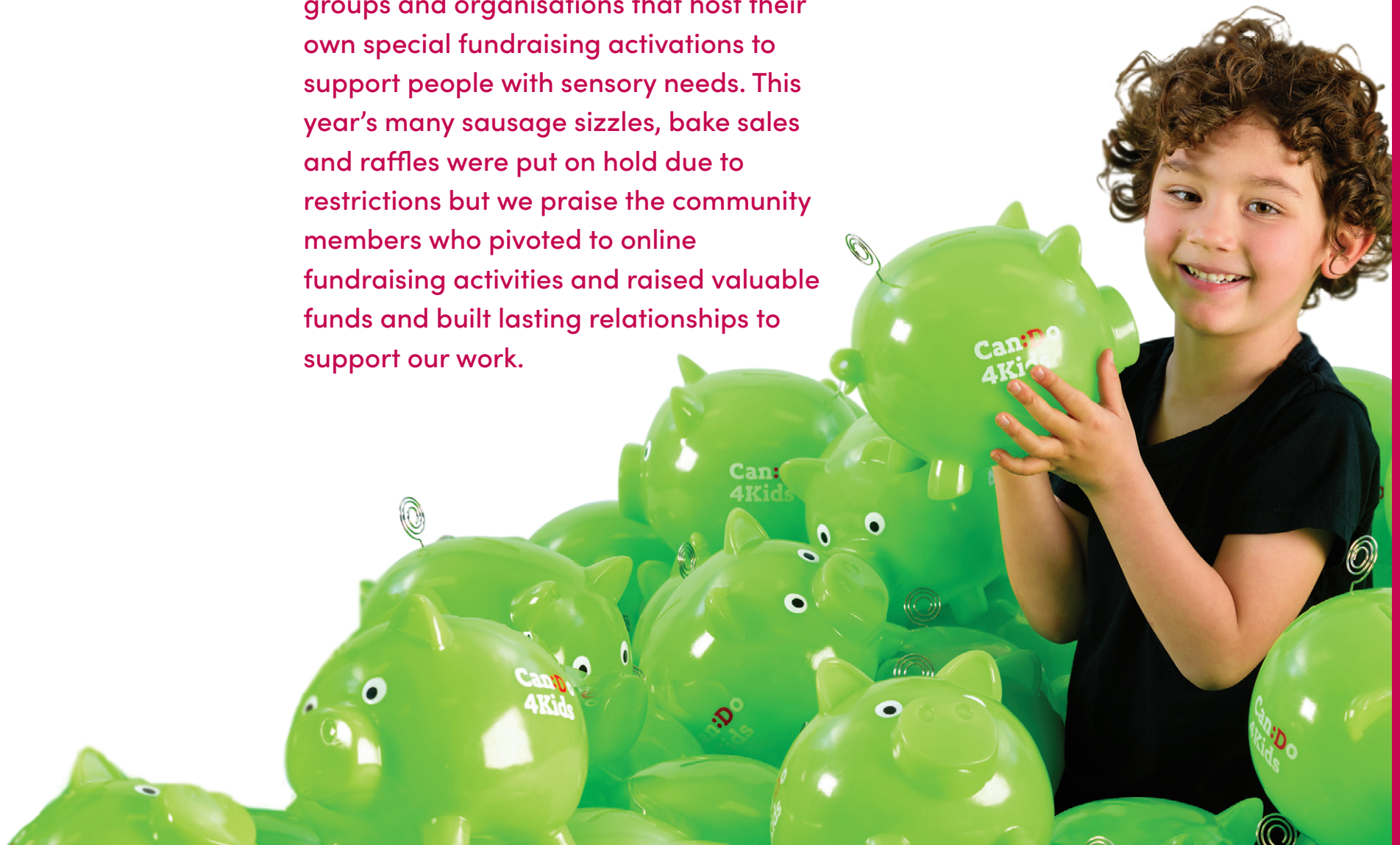
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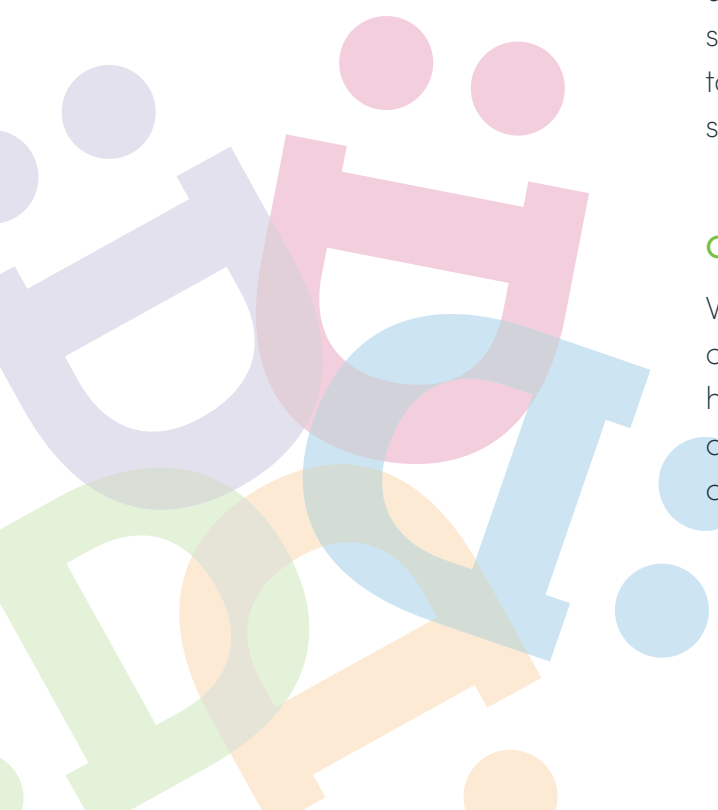
Building these alliances ensures we are consistently communicating why Can:Do Hearing is the better choice for hearing health.

Perhaps most importantly, we will continue to promote that Can:Do Hearing's profits, which are made from providing hearing solutions to the community, will continue to go directly to supporting all South Australians living with sensory needs via our charity, Can:Do 4Kids.

Our Community

We always appreciate the community groups and organisations that host their own special fundraising activations to support people with sensory needs. This year's many sausage sizzles, bake sales and raffles were put on hold due to restrictions but we praise the community members who pivoted to online fundraising activities and raised valuable funds and built lasting relationships to support our work.





Education and schools

Our team visits many schools across the State each year, and we love talking to students about what we do. Social inclusion is very important for all of our clients, so educating kids about disability – and especially teaching them some basic Auslan – is a vital part of our work. Thank you to all the schools that had us out to visit, and special big thanks to the students who fundraised for us during the year too! We especially appreciate the schools who supported us by way of referrals.

Our Volunteers

We thank our committed volunteers – your contribution is indispensable. Our volunteers help in a variety of areas, such as lending a hand at fundraising events or providing ongoing administrative support.

Our Online Community

Social media is popular way to share stories with our Can:Do community and beyond! We thank everyone who has become a fan or follower of Can:Do 4Kids and Can:Do Hearing on Facebook and Instagram or who followed our corporate Can:Do Group page on LinkedIn. If you have not done so yet – come and join the conversation.

Our Media Supporters

Thanks go to all those in the media – local, State and National who have taken the time to share our news, stories and expertise with the community with special mention to ABC, SAFM and FIVEaa.

Financials

Townsend House Incorporated (THI) Financial Summary

The net operating deficit for the year was \$1.472m compared to a deficit of \$675k in 2021. 2021 included the benefit of \$844k income related to the Federal Government COVID Pandemic Jobkeeper and boosting cashflow for employers used to support us to retain our talented workforce throughout the pandemic.

The 2022 deficit after non operating items of \$3.574m was materially impacted by the loss on the fair value movements on financial assets of \$2.101m in 2022.

Operating revenue excluding the 2021 one-off COVID payments increased by \$174k (2.7%) to \$6.579m in 2022. This was primarily due to an increase in investment income of \$312k (34%).

Operating expenses increased by \$128k in 2022 primarily due to an increase in depreciation and amortisation.

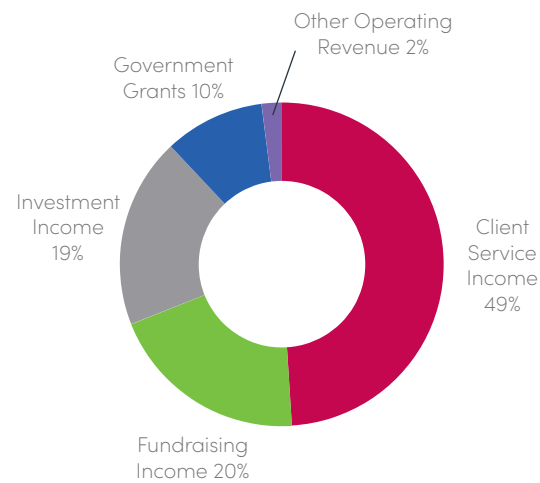
Administration expenses were contained to within 2.5% of operating expenditure.

On 30 June 2022, the Directors of THI agreed to an asset transfer agreement with RSADS, whereby RSADS would transfer its remaining Can:Do Hearing business and assets to THI, effective 31 July 2022.

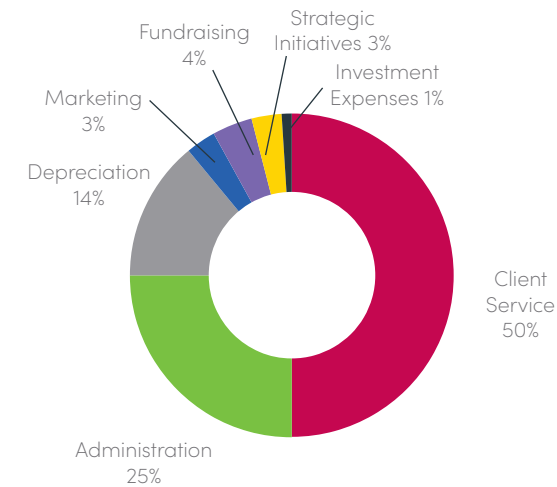
The THI Board and leadership team are committed to achieving long term sustainability and delivering on our purpose through right sizing the operations and disciplined fiscal management.

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

2022 Operating Revenue



2022 Operating Expenditure



Income and expenditure summary

	2022 (\$,000)	2021 (\$,000)
Total Operating Revenue	6,579	7,249
Total Operating Expenditure	(8,051)	(7,924)
Operating Surplus / (Deficit)	(1,472)	(675)
Non-operating Items*	(2,102)	3,166
Discontinued Surplus / (Deficit)	(3,574)	2,491

* Non operating items include net fair value movements on equity and non-equity financial assets (2022 loss \$(2.1)m ; 2021 gain \$2.6m). 2021 also includes a gain on property revaluation of \$0.6m.

30 June Net Asset Position

	2022 (\$,000)	2021 (\$,000)
Total Current Assets	3,113	3,583
Total Non-current Assets	33,437	37,108
Total Current Liabilities	(1,302)	(1,314)
Total Non Current Liabilities	(6,041)	(6,596)
Net Assets	29,207	32,781

THI's net asset position reduced by \$3.57m from 30 June 2021 to 30 June 2022 driven by a \$2.1m downward revaluation of investments and reduction in cash of \$900k to fund operating requirements.

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

Royal South Australian Deaf Society (RSADS) Financial Summary

On 28 April 2022, RSADS transferred the Deaf Can:Do business to Deaf Services Limited (Deaf Connect).

On 30 June 2022, the Directors of RSADS agreed to an Asset Transfer Agreement with THI where RSADS would transfer its remaining Can:Do Hearing business to THI, with an effective transfer date of 31 July 2022.

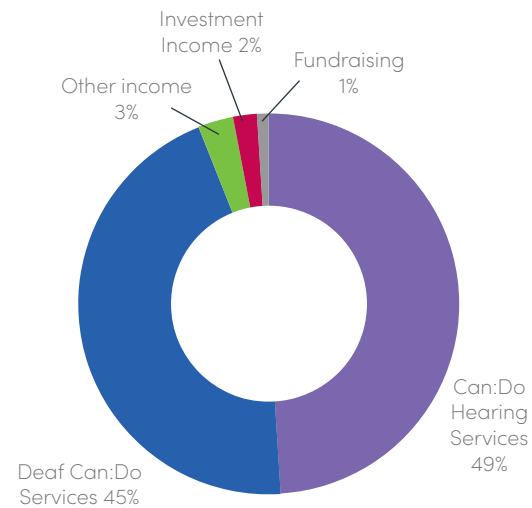
As a result, the operations of RSADS are treated as discontinued operations in the financial report.

The discontinued operating deficit for 2022 was \$1.588m compared to a 2021 deficit of \$179k. The 2022 deficit includes a loss on transfer of \$385k following the transfer of the Deaf Can:Do Business. 2021 included the benefit of \$277k income related to the Federal Government COVID Pandemic Jobkeeper and boosting cashflow for employers and one-off settlement proceeds of \$100k.

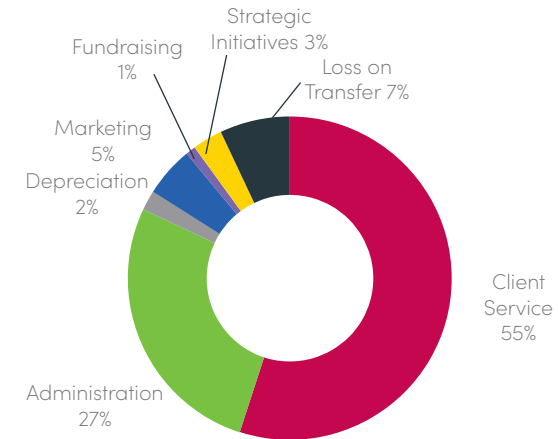
Operating revenue excluding the 2021 one-off COVID and settlement payment reduced by \$780k (14.5%) to \$4.205m. This was primarily due to 10 months of trading for the Deaf Can:Do operations (\$359k impact) and reduction in bequests (\$270k) following transfer of Deaf Can:Do.

Operating expenses excluding 2022 loss on transfer of \$385k reduced by \$132k (2.3%) to \$5.408m in 2022, due to divestment of Deaf Can:Do.

2022 Discontinued Revenue



2022 Discontinued Expenses



Income and expenditure summary

	2022 (\$,000)	2021 (\$,000)
Discontinued Operating Revenue	4,205	5,361
Discontinued Operating Expenditure	(5,793)	(5,540)
Discontinued Operating Surplus / (Deficit)	(1,588)	(179)
Non-operating Items*	(24)	226
Discontinued Surplus / (Deficit)	(1,612)	47

* Non operating items include net fair value movements on equity and non-equity financial assets (2022 loss \$(24)k ; 2021 gain \$226k).

30 June Net Asset Position

	2022 (\$,000)	2021 (\$,000)
Total Current Assets	1,229	940
Total Non-current Assets	-	2,540
Total Current Liabilities	(1,014)	(1,082)
Total Non Current Liabilities	-	(573)
Net Assets	215	1,827

RSADS's 30 Jun 2022 net assets comprise assets and liabilities held for sale, representing those assets and liabilities transferred to THI on 31 July 2022. The RSADS Board has resolved to progress the wind-up of RSADS during 2023. The surplus assets will be transferred to THI in accordance with the Asset Transfer Agreement.

RSADS'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

Your Support

We continue to be 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

Our Major Partners



Our Thanks

Partners and Supporters

Adelaide Fringe
Adelaide Oval
Adelaide Paediatric Society
Adelaide Symphony Orchestra
Aon
Bank SA
Beyond Bank
Brighter
Brothers at War
Bunnings Warehouse
South Australia
Calypso Destinations
Carbine Club SA
Catlin Wines
CBB
City of Onkaparinga
City of Tea Tree Gully
Cowell Clarke
De Lisio Wines
Developing Links
Dowie Doole
Duke of Brunswick
Forge Supply Co
Fox Creek Wines
Fresh 92.7
Galabid
Gillespie Sports

Grounded Cru
Hood Sweeney
Howard Vineyard
Kimbolton
Lienert Vineyards
The Lion Hotel
Lions Club of Adelaide
L J Hooker - St Peters, Glynde, Adelaide City, Walkerville
Matthews Architects
Marble Hill Wines
Maughan Thiem
MCC Multicolour
Mitani
Mysterious Mr Black
National Wine Centre of South Australia
New Era Vineyards
Openbook Howden
Ord Minnett
Pauletts
Peninsula Providore
Peoples Choice Community Lottery
Phonak
Port Adelaide Football Club
Pro Paint n Panel
Purple Hands
Radical Torque Solutions
SA Power Networks
Employee Foundation
SA Water
Scene Change
Seniors Card

Shingleback
South Adelaide Football Club
Stamford Grand
Specsavers, West Lakes
Tasting Australia
Tiff Manuell
Tomich Wines
Topline
Topz Shopz Whyalla
Torrens Transit
Trescowthick Wines
Unitron
Variety
Vicinity
XO Wine Co.
Workspace Commercial Furniture
Your Choice Conveyancing
Zoos SA

Trusts and Foundations

Macpac Fund for Good
Australia Post
Coca Cola Foundation
Morialta Trust
Collier Charity Fund Grants SA (minor)
Foundation for Rural & Regional Renewal News
Corp Bushfire Fund
Department of Social Services (Information, Linkages and Capacity Building)
RAA

Friends of Can:Do

Cale Porter
Ben Trobbiani
Rachael Leahcar
David Shipway
Neville Mead
Cicely Bungey AM
Max Mason
Troy Tyndall
The Roe Family
The Stajsavljevic Family
The Forde Family
The Carr Family
The Abbravenciato Family
Steven Kemp and family
Amiee and Oscar Tullio
Max and Mei Loi
Dr Matison
Dr Bishop

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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