

FRANS

Family Resource and
Network Support Inc

More than 30 years of
inclusion and support for
people living with a disability



ANNUAL REPORT 2015/2016



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VISION

FRANS makes a difference in the lives of people with disabilities by respecting their dignity, autonomy, freedom of choice, independence and by supporting the achievement of their goals.

PURPOSE

FRANS is a high-quality provider of person-centred advice and support for people with disabilities, their families and carers.

CORE VALUES

FRANS strives for a community that:

- respects human dignity, freedom and the personal identities of children, women and men
- is non-discriminatory and affirms equality while valuing difference
- sustains full and effective participation and inclusion, for people with disabilities, by ensuring equal opportunity and accessibility.

As a business we:

- focus on the people who receive our support — people with disabilities, their families and carers
- maintain high ethical standards
- listen with respect, learn continually and innovate with purpose
- engage the community.

HOW YOU CAN HELP

FRANS Life-Skills Programs are arguably the most sought-after programs, and they don't attract any recurrent government funding. FRANS undertakes fundraising to cover the cost of developing new programs and improving existing ones; we fund the development, creation and production of all teaching resources. We only collect a nominal participation fee, so that these vital programs are accessible to everybody — regardless of their financial circumstances.

Life-skills activities provide opportunities to people with disabilities to acquire essential skills to achieve greater autonomy over their lives and to contribute to the fabric of family and community.

FRANS also covers costs associated with transporting participants to and from their home to enable their participation in activities. This requires investing more than \$100,000 to maintain a road-worthy fleet of vehicles, pay for maintenance, fuel, insurance and registration. The cost of the drivers and accompanying support staff for pick-ups and drop-offs was in excess of \$140,000 last financial year.

We achieve this thanks to the generosity of our donors — trusts and foundations, local clubs and councils, the business sector and individuals like you. Please help us to continue this critical support for people living with disabilities in your community.

MAKE A DONATION

The easiest and most sustainable way is to set up a regular donation to FRANS. You can do this with the coupon at the end of this Annual Report or at frans.com.au/donate.

You can also make a one-off donation or you can direct your donation to a particular program. We understand that your donation may carry a personal vision, so please feel free to talk to us about options.

TAKE PART IN A SPONSORED EVENT

Public fundraising events like the Spring Cycle or City2Surf are a great opportunity for you to be sponsored for your personal efforts for FRANS. You might like to consider setting up a Hero page at everydayhero.com.au and spread the word to your social and professional networks online.

HOLD AN EVENT

Design and implement your own fundraising event, such as a trivia night, a lavish dinner cooked at home, a raffle at work — and fundraise for FRANS with your friends, your family, your sports team or work colleagues.

Community fundraising allows you to get creative and strengthen social ties with people you know and those you are yet to meet.

ASK FOR DONATIONS IN LIEU OF FLOWERS OR GIFTS

Asking for donations instead of gifts is a very popular and effective way to show your support of FRANS. Please speak with us about how you can do this for your birthday or for a significant anniversary, or even instead of flowers to honour the passing of a loved one.

LEAVE A GIFT IN YOUR WILL

Please speak with us about how to make a lasting bequest in your will, to ensure the future of critical FRANS support programs.

BECOME A BUSINESS PARTNER

The vast majority of our activities depend on support from the corporate and business sectors. This is crucial for the achievement of sustainable outcomes, which help reduce dependence on support from families and carers.

FRANS regularly requires new equipment and other resources, which your business may be able to donate or which you could fund wholly partially.

Remember that all donations to FRANS over \$2 are tax deductible.

FRANS is authorised to conduct fundraising activities under the Charitable Collections Act 1991 (CC 270141). For more information, please call us on 02 9799 4333, visit frans.com.au, or email enquiries@frans.com.au.



A MESSAGE FROM OUR CEO

FRANS closed the 2015–2016 financial year in a strong position. Our commercial brokerage operations helped in creating a small surplus, which afforded us another opportunity to increase the working capital necessary for a sustainable operation under the National Disability Insurance Scheme (NDIS). We achieved this without reducing the number of hours or the quality of support that our participants and families expect. Indeed, as is evident from the statistics on the following pages, the number of hours of support FRANS provided continues to grow.

Of the 43 programs we offered last year, life-skills activities, the school holidays and after-school care programs continued to attract greatest interest. The latter two have already experienced some funding cuts, as the NDIS rolls out and the Department of Social Services winds down its funding. This is a concerning development that continues although the vast majority of FRANS participants will not get the benefit of an NDIS package for at least another year. We will focus our fundraising efforts in this area to continue this critical support.

Our preparations for the NDIS included supporting families and participants with more information sessions and the distribution of materials via social media and newsletters. These were also available to office staff and Support Workers. Becoming NDIS ready also means having systems and procedures in place that will allow us to work efficiently and respond quickly to emerging developments. To that end, we have acquired a new customer relations database and commenced configuration work in the second half of the last financial year. We expect the system to be in place before year end. It will also provide participants and families real-time information about activities and support.

In light of the competitive environment of the NDIS FRANS commenced a review of its brand in the 2015–2016 year. This resulted in a recommendation to present Members a motion at the Annual General

Meeting (AGM) to rename our organisation and at the same time to change the legal structure of FRANS from an Incorporated Association to a Company Limited by Guarantee. This is a move that is strongly encouraged by the Australian Charities and Not-for-profits Commission, to ensure greater accountability.

In February 2016 FRANS commenced support at RASAIID, the 'Ryde Area Supported Accommodation for Intellectually Disabled', as they began the transition to permanent residence. This unique supported living complex is the home of 15 adult residents with a range of disabilities, including people with multiple diagnoses and complex support needs. The project is outlined below in this Annual Report. RASAIID has been transitioning into the NDIS from July 2016 and our involvement will be an important experience in supporting all FRANS families through the transition in 2017.

Last year's For Art's Sake exhibition continued with the concept that was introduced in the previous year, where 18 emerging artists with intellectual disabilities collaborated with 12 practicing artists to create a series of unique and original artworks — most of exceptional artistic value. We have selected 15 of the most popular artworks to create a set of blank greeting cards for sale from our website. Interest to take part in this initiative has grown from participants and collaborating artists alike, and we look forward to an even bigger exhibition next year.

I would like to thank families and participants for continuing to access FRANS activities and in doing so express their trust in the work that we do. I also wish to thank the Board of Directors for their professionalism in providing strong governance enabling the success of FRANS. They volunteer their time and are an excellent team guiding FRANS through this important period of change.

Last but certainly not least, I want to thank the tremendous effort and commitment of the approximate 150 employees of FRANS who continue to provide high quality support through a challenging period of uncertainty and transition to the NDIS.



Jerry McNamara
Chief Executive Officer
September 2016



A MESSAGE FROM OUR PRESIDENT

The last financial year saw a renewed and considerable increase in the hours of support that FRANS provided. Our staff supported 355 participants (up 4.7% from 339 last year) with 130,305 hours of support (up 24% from 104,905). Some of this increase stems from our engagement with RASAIID, the supported living project in the Ryde area about which there is more information below.

This is an important development at this stage of the general implementation of the NDIS across NSW. While most FRANS participants are not due to transition until after July 2017, we see this increase as an affirmation that FRANS is on the right track.

We are grateful to the families and participants who have provided genuine feedback and constructive criticism to help us improve our performance and enhance programs and activities to better meet their needs. We thank them for choosing FRANS as their preferred support organisation and for their patience and perseverance during the reorganisation of the Support Coordination Team in preparation for the NDIS. In the face of significant changes in the sector and a reorganisation of the way in which FRANS interacts with families, this team has delivered on key performance indicators and has ensured that every support request was fulfilled.

The NSW State Government continued to encourage people with disabilities to receive funding through individualised funding arrangements that emulate NDIS packages and provide participants an amount of money to apply to their funding needs. FRANS has increased the number of participants who are using such packages to 203 (up 118% from 93).

I would like to acknowledge the dedication and commitment of all FRANS staff. Everyone plays an important role in ensuring participants and their families are satisfied and receive the support they require. Our Support Workers perform some of the most difficult work, often in isolation and almost

always to the complete satisfaction of our customers. The first and last impression that they create is our most important retention tool, and I thank them for their care and dependability.

The growth shown above would not have been possible without the great work of the entire Support Team and the back-office and communications capabilities of their colleagues from Administration, Finance Corporate Services, Strategies and Communications, whose work is not always visible but who make sure that everything else works in tandem too. I would like to thank the entire staff on behalf of the Board for contributing to the success and growth of FRANS.

Lastly, I wish to thank my fellow Directors for volunteering their time on the Board of FRANS. Their own professional expertise and their ability to reach out to networks have again resulted in better resources, more funding and access to specialist knowledge when it was needed. I am particularly grateful for the collegial and constructive spirit that continues to prevail in this strong and effective Board.



Glenn Ball
President
September 2016

YEAR AT A GLANCE

FUNDING

NSW Government agencies, still the primary funding sources of FRANS, have continued with the transition of participants to a range of individual funding packages that emulate the funding mechanisms of the NDIS. As a result, block funding has been reduced and with it our ability to respond to support needs in an emergency or to cross-subsidise in situations where government funding is found to be insufficient.

This has also resulted in a marked reduction in the amount of funding that FRANS is able to direct towards operational costs, such as wages of non-support staff, rent, equipment and resources, utilities, client transport, program coordination or case management and importantly, the development of new activities and programs in response to articulated needs.

Income from fundraising continued to experience healthy growth to offset some of this reduction, and we had strong revenue from commercial brokerage activities, albeit less than last year. This contributed to the positive financial situation outlined in this report.

HOURS OF SUPPORT

Measuring the outcome of the support activities FRANS facilitates includes a review of the actual hours of support provided, but also includes an assessment of outcomes, which are difficult to quantify. Both, however, have expenses associated with them and must therefore be considered together.

In the 2015–2016 financial year FRANS provided 130,305 hours of support to 355 participants. This is an increase of 24% and 4.7% respectively. Our expansion of support to the residents of the RASAIID complex continued. Both of these factors indicate that the work that FRANS does is highly respected beyond our traditional area of operation of the Inner West. This is a good position for FRANS to find itself in as the transition to the NDIS continues.

While government funding is not forthcoming for case management and development work, FRANS will increase its efforts to get families and participants NDIS ready; this will be achieved through a series of frequent seminars and information sessions around preparing for the NDIS.

STRATEGIC PLAN 2014–2017

Our Strategic Plan defines six strategies, which state that FRANS will:

- deliver person-centred support for people with disabilities
- pursue considered growth opportunities
- be NDIS-ready
- succeed because its people succeed
- succeed because it is a viable business
- succeed because it is self-aware.

The Strategic Plan 2014–2017 was specifically designed in a way that allows FRANS to adjust to the evolving environment that characterises the shift to the NDIS. The Board appointed Strategic Projects Committee continued to track the organisation's progress in achieving the objectives of the Strategic Plan and made recommendations, where necessary, to adjust objectives and to revise completion dates.

The majority of the objectives of the Strategic Plan have already been achieved, or are a matter of ongoing operational activity. The Committee is satisfied that FRANS is on track to achieve all objectives listed in the above key strategic areas, most as originally intended and some subject to revisions identified and agreed at Board level.

The Strategic Plan 2014–2017 is a public document which is available to any interested parties. Please contact us to obtain a copy; contact details are on the back cover of this report.

OUTLOOK

The rollout of the NDIS is not going as smoothly as intended and considerable uncertainty remains. This is apparent from our observations of the difficulties experienced by services with whom we maintain working relationships in areas adjoining the Sydney district that are currently transitioning to the NDIS. In the face of this ambiguity FRANS has made operational decisions to secure its sustainable future and to prepare staff and families for what we think the future will hold.

We have kept our operational costs at a minimum, while continuing to provide quality outcomes for the people we support. Under the NDIS, the allowance for costs associated with running a business, such as rent, utilities, equipment, costs associated with program development and operational management is very modest. We have continued our efforts to minimise expenditure in this area, without affecting quality and efficiency.

Funding sources	2015	2016	Change	% of overall funding
NSW Government	\$3,858,859	\$5,057,611	31%	78.81%
Commonwealth	\$246,667	\$207,007	-16%	3.23%
Local Government	\$11,350	\$11,350	0%	0.18%
Brokerage	\$810,441	\$684,410	-16%	10.66%
Donations	\$23,603	\$101,869	332%	1.59%
Corporate Sponsorship	\$124,738	\$127,408	2%	1.99%
Trusts & Foundations	\$36,415	\$31,915	-12%	0.50%
Events	\$17,907	\$21,560	20%	0.34%
Other	\$205,338	\$174,513	-15%	2.72%
	\$5,335,318	\$6,417,643	20%	



In March our team developed the 2016–2017 Business Plan, which describes operational activities that underpin the support needs of participants and their families, and which meet the objectives defined in the Strategic Plan, particularly:

- to diversify and grow our business;
- to continue with the organisational change necessary to remain strong and competitive in the new environment, and
- to anticipate and adequately respond to the evolution of the NDIS and the regulatory change in its wake.

The Business Plan's key focus areas for the three operational departments are:

Support

- support all participants to develop an individual support plan;
- evaluate the effectiveness of the support team;
- support participants in having a voice and in exercising the greatest level of choice and control;
- consolidate participants' wants and needs with the support items of the NDIS;
- engage in individual advocacy to ensure that people we support achieve the outcomes they seek;
- improve FRANS venues and resources to increase enjoyment by participants;
- improve employees' understanding of the NDIS.
- implement a governance agreement with RASAIID;
- support RASAIID residents in formulating an individual support plan; and,
- provide appropriate and person-centred support for residents 24/7.

Finance and Corporate Services

- attract and retain skilled personnel for FRANS;
- assess future transport needs;
- provide adequate information technology and telecommunication solutions;
- implement effective Work Health and Safety standards and practice;
- provide training and professional development opportunities for all employees; and,
- facilitate the transition of the organisation from an Incorporated Association to a Company Limited by Guarantee.

Strategy and Communications

- develop a strategy that addresses stakeholders needs for NDIS readiness;
- develop a preferred option for rebranding FRANS, and promote a rebrand to internal and external stakeholders;
- execute and refine a plan to develop new financial supporters and to develop strategic fundraising alliances;
- capitalise on increased media exposure to raise the profile of FRANS across Sydney;
- undertake a yearly quality assessment with an independent third party; and,
- prepare a business case for the expansion and commercialisation of Life-Skills Programs.



SUPPORT

HOURS OF SUPPORT

In the 2015–2016 year, FRANS provided 130,305 hours of support to 355 participants. This is an increase of 24% of the hours of support provided. This is largely due to an increase in the number of people with individualised funding and the RASAIID project. The flexibility of individual funding enabled many families to use their package to purchase resources or services on more expensive days such as weekends. This resulted in fewer of hours of support being provided. Brokerage activity declined by about 16% but was still a considerable component of our growth.

SUPPORT DEPARTMENT

The 2015–2016 financial year was one of much change in the Support Department.

The RASAIID trial, described below, required the full dedication of Erika Aravena, Executive Manager, Support, taking her focus away from FRANS core business. This enabled the development of current staff to assume higher duties.

A structural change of the support coordination team altered the way we engage with families and participants, by allocating one dedicated Support Facilitator to each family, who serves as their liaison for all and any support requirements. The other half of the team comprises Activities Coordinators, whose focus is on creating activities and coordinating direct support staff to help achieve program objectives and participants' goals.

This change resulted in improved communication with families in managing support needs and in focusing on person-centred practices as a result of the stronger collaboration between participants and Support Facilitators.

Direct Support Hours for the 2015–2016 Financial Year

Program	Planned hours	Actual outputs	
Group Recreational Activities	8,896	8,702	98%
Individual Support	5,500	5,479	100%
After School Support (Teen Time)	9,720	9,723	100%
Day Options	28,779	25,915	90%
Life Choices	14,882	10,043	67%
Self-Managed Packages	13,509	6,556	49%
Flexible Respite Individual Packages	5,666	3,414	60%
School Holiday Activities	5,040	4,801	95%
Ageing Parent Carers Program	3,774	3,751	99%
Older Carers' Disability Assistance	5,023	4,805	96%
Flexible Respite	2,728	2,621	96%
Life Skills and Self Advocacy	5,231	5,811	111%
Supported Living Fund	2,638	2,949	112%
Individual Accommodation Support Packages	3,000	2,210	74%
Brokerage	15,723	10,945	70%
RASAIID	20,000	22,580	113%
Grand Total	150,109	130,305	87%

N.B. Some participants with individualised funding packages have taken advantage of the ability to use their packages to make purchases of equipment, assistive technology or to have other approved expenses in lieu of accessing programs and activities. This has resulted in some of the lower than expected actual outputs (i.e. hours of support).

In May 2016 we closed Croydon House, which had served its purpose well for eight years. This was due to a decrease in emergency accommodation requests and a growing need to improve facilities and by undertaking costly renovations. This closure required the repurposing of the facilities in the primary premises of FRANS in Croydon. As a result, the main building on Edwin Street North now primarily serves as an activities and training centre, and the staff who previously occupied offices on the ground floor moved across the street.

All of these changes have created benefits and challenges for the support team and families. One of the main benefits is the ability to run multiple activities in the one location. This has improved the communication between staff and made access to information and support much more convenient. The department experienced unusually high staff turnover. While this impacted on the experience families and participants have in dealing with FRANS, staff left the organisation not to find employment with a different provider, but to continue with formal studies, undertake travels overseas and pursue other interests. A primary focus in the coming year will be stability in the team leading up to the NDIS.

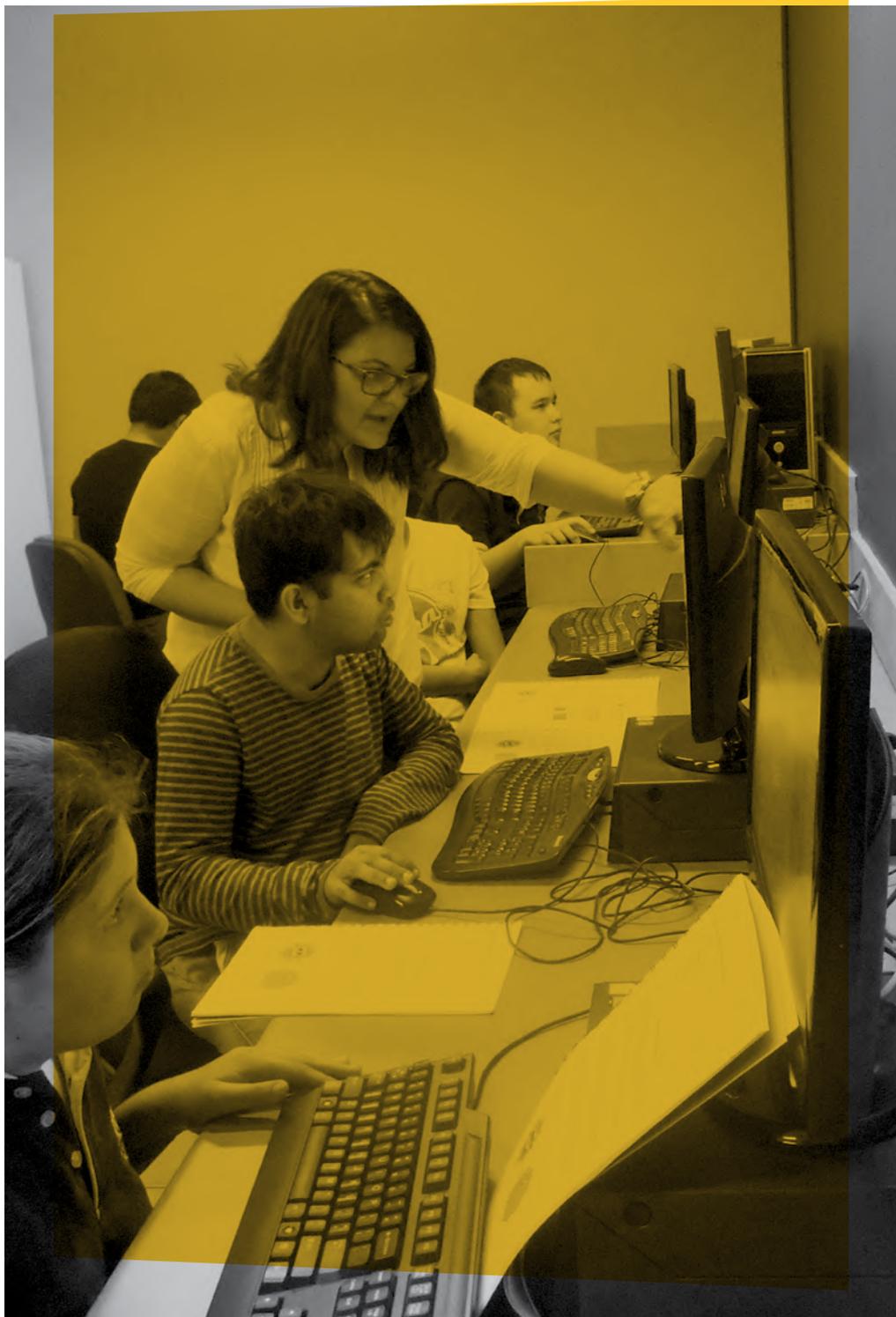
INDIVIDUAL SUPPORT

Individual Support continues to be an extremely important activity for participants and families, contributing to about half of the outputs provided. The advent of the NDIS has placed greater focus on this area by helping participants identify, work towards and achieve their goals. This still results in the provision of respite, which is of such great importance for families, but reflects best practice and embraces the principle of the NDIS that all support must result in the attainment of outcomes for the person with a disability.

To further move towards a goals-oriented environment, the support team has converted all conventional respite funding into the equivalent of individual funding, which people may use flexibly. This is crucial if people are to achieve outcomes rather than fit within traditional output driven services.

One trend that has arisen is the usage of individual funding allowances to purchase resources or access support at more expensive times like weekends or public holidays. This results in more outcome driven objectives, as opposed to higher outputs (i.e. hours of support). While this flexibility better meets the needs of participants, it impacts the number of reported hours of support that FRANS provides.





LIFE-SKILLS, COMMUNITY ENGAGEMENT, AFTER SCHOOL AND SCHOOL HOLIDAY SUPPORT

These programs make up the majority of group activities outside of Day Options. The past year has seen renewed and considerable growth in all of these activity areas, both in terms of the hours of support provided and the number of people accessing activities. The bulk of this growth was made up of new participants joining FRANS, as well as existing participants accessing more life-skills activities. This is a reflection of a general trend away from conventional respite to building independent living skills.

Community Engagement runs primarily on Friday evenings and on weekends. These activities remain extremely important for many participants, affording them invaluable social and recreational activities amongst friends. Over the coming year, we will be looking at ways to redesign these activities to mirror NDIS support items, while still maintaining the same level of service.

School holiday and after school support are accessed by one third of all FRANS families and are two of the most highly demanded activities. School Holiday Support, specifically is the most commonly requested activity for new families approaching FRANS. The main challenge for FRANS is supporting as many families as possible, including new families without impacting on the quality and level of service each family receives. As government funding for these programs continues to be reduced, these activities are fast becoming a major focus of our fundraising efforts.

DAY OPTIONS

The Day Options activities support adults on days they are not attending other activities, working or pursuing personal interests. Though there were some initial problems with the transition of this program to the main activities centre in Croydon, overall feedback has been positive, including better communication with participants and a more comfortable space for activities.

These changes also highlighted that some investment needed to be made in resourcing the activities centre and helping participants and carers navigate the space at the beginning and end of an activity.

We are currently reviewing the Day Options program to improve activities and investigate ways to run under a model more in line with NDIS support items. The aim is to ensure the program is NDIS ready and that our participants become aware of the support items in preparation for their NDIS support plan.

SELF-ADVOCACY GROUP

The Self-Advocacy group has had another busy year. The group meets fortnightly and has made great progress on organising a workshop for people with intellectual disability run by people with intellectual disability, called "What the heck is the NDIS".

The group travelled to Geelong in early 2016 to attend the Having a Say conference run by the Victorian Advocacy League for Individuals with Disability (VALID). Later in the year, VALID came to FRANS to run training sessions with the Self-Advocacy Group to better empower them as self-advocates. Coinciding with this training, the group participated in the VALID8 Audit; a process that reviews and provides feedback on the relevance and effectiveness of empowerment processes that are in use within a disability service. The outcomes of this audit will help FRANS and the self-advocates identify areas for empowerment and improvement in terms of access to information, choice, self-advocacy training, complaints and feedback procedures and more.

RASAID

During the 2015–2016 financial year, FRANS agreed to undertake a trial to support 15 residents of a cluster house complex, the RASAID. The project is the result of more than eleven years of persistence, hard work, successful fundraising, political lobbying and tough negotiations with the State and Commonwealth Governments. This resulted in the approval and construction of a state-of-the-art accommodation complex, comprising individual, self-contained 1- and 2-bedroom units, as well as a shared accommodation house for five people with highly complex support needs.

RASAID is unique. It combines independent, supported living in the community with some shared amenities for the 15 residents, who have known each other for most of their lives. It is a complex of town houses and introduces into the mix of supported living arrangements a new concept that respects the individuality of each resident and allows for optimum person-centeredness. It allows for coordinated support to take place to meet both, the needs of each individual and their desire to undertake some activities as a group of friends.

FRANS agreed to a six-month trial with the option of extending it on a permanent arrangement, pending the availability of sufficient funding, and appointed Erika Aravena, Executive Manager, Support, on secondment to the project, to assess and transition the 15 residents into their new homes.

The transition took place over a period of several months from February 2016, initially providing one on one support in the community and in the previous place of abode of all residents, for a period of three months before the first started moving in on March 1.

Dedicated FRANS support workers work around the clock and provide support in a strictly person-centred context, enabling the gradual transition of the residents to living more independently. This has allowed the workers to familiarise themselves with each resident on an individual basis in order to undertake a thorough and reliable assessment of their support needs.

This will prove invaluable when the RASAID residents meet with the NDIS Planner in the weeks ahead, as their homes are in an area which is transitioning into the NDIS during the 2016–2017 financial year.

The move into the RASAID complex caused some separation anxiety in residents and their parents alike. This was compensated by the great relief that more than a decade of their committed and hard work was finally coming to its desired outcome. The settling into the new routines saw changes, such as the demonstration of new life-skills, growing self-awareness and an understanding of the different goals each resident would like to attain in the months and years ahead.

In the more immediate future at RASAID, the focus will be on continuing and consolidating the transition, developing person-centred plans, continuing to build strong working relationships with the residents' families and their extended social network, and in continuing to build the skills and capacity of a dedicated workforce.

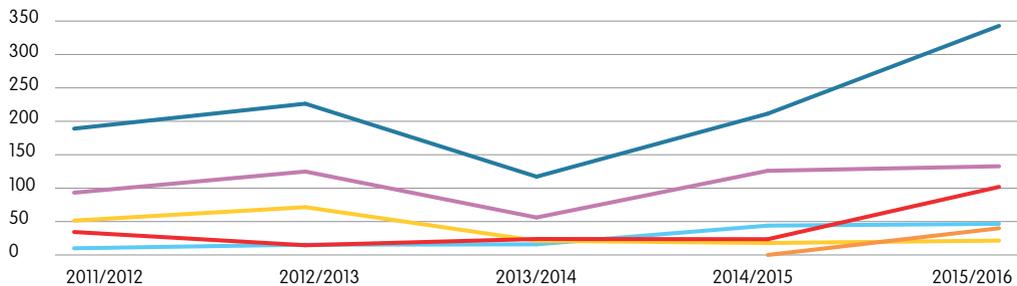


STRATEGY AND COMMUNICATIONS

The 2015–2016 financial year was the most successful in terms of fundraising for FRANS, bringing in a total of \$342,752, which is a 62% increase vis-à-vis the previous financial year. This was primarily thanks to very strong growth in community fundraising, individual donations and philanthropic grants. Our partnership with the Town Hall Hotel in Newtown continues to be very lucrative (\$46,615), as are our connections with the local State Members of Parliament, with the support of whom FRANS has obtained Community Building Partnership grants for infrastructure projects to the value of \$40,000.

In the last five years, fundraising income has increased by more than 81%, with the 2013–2014 year showing the weakest result, and the previous and subsequent years being on par.

Last year also saw the return of the new-format For Art's Sake exhibition, which drew considerable attention thanks to a collection of outstanding artworks created by artists with intellectual disability in collaboration with practicing Sydney artists. The quality of the works and the tremendously rewarding experiences of all collaborating artists have already raised interest for the ninth iteration of this initiative in 2017 from participants and artists, but also from art collectors and supporters.



Source / Program	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
Grants — Programs	\$93,189	\$124,820	\$56,084	\$125,976	\$132,708
Grants — Infrastructure/Systems	\$-	\$-	\$-	\$-	\$40,000
Community Fundraising	\$34,372	\$14,580	\$23,932	\$23,603	\$101,869
Events	\$51,459	\$71,524	\$21,250	\$17,907	\$21,560
Business Sector Donations	\$10,000	\$15,415	\$15,914	\$43,945	\$46,615
Total Fundraising Income	\$189,020	\$226,339	\$117,180	\$211,431	\$342,752

At its meeting in February 2016, the Board of Directors agreed to undertake a review of the FRANS brand with a view to making the organisation more competitive in the new and commercial environment of the NDIS. A consultation process with a wide range of stakeholders, including participants and their families, staff, supporters and Directors, resulted in a large list of potential new names and by-lines for FRANS. A further process of elimination ensued, based on the availability of proposed names, potential conflicts with similar names in the sector and other factors, like the availability of a URL and — most importantly — an assessment of the name against principles of accessibility for people with intellectual disability. During the process we took great care to engage with those stakeholders of FRANS who have an emotional connection with our organisation and to recognise and acknowledge the sentimental values they attach to the name of FRANS. We were delighted and perhaps a little surprised to find that by and large everybody agreed that our organisation needed to move into the brave new competitive world of the NDIS with a brand that was instantly recognisable as one of a leader in the provision of disability support, and that FRANS was not meeting this criterion.

We would like to take this opportunity to express our genuine and sincere appreciation to everybody who contributed to this dialogue: participants and families, some of whom have been part of the FRANS community for two or three decades, staff who have been an integral part of FRANS for many years and those who have only just joined our organisation, supporters, grant makers and other friends of FRANS.

The Board of Directors will ask the Members at the 33rd AGM of FRANS to consider and pass a motion to change the company name, and to register the organisation with the Australian Securities and Investment Commission as a company limited by guarantee. The latter primarily serves the purpose of providing greater financial accountability review and Members and is strongly encouraged by the Australian Charities and Not-for-profits Commission.

The focus of our strategic projects was directed by the 2014–2017 Strategic Plan, the progress of which the Strategic Projects Committee reviews before each Board meeting.

Some of the strategic projects that FRANS was involved in this past financial year included:

- investigating and, where possible, establishing the delivery of supports outside of the traditional area of the Inner West; this was achieved with RASAIID, and other investigations into the provisions of support for adults in the Bankstown region and the introduction of in-home care;
- encouraging more participants to obtain one of the various individual funding packages that the NSW Government is offering in preparation for the NDIS; this number has now grown to 203;
- articulating an employee value proposition and a Workforce Planning Whitepaper to ensure FRANS has a diverse and flexible workforce to support people with disability into the future, which is currently being rolled out;
- preparing an assessment and analysis of staff attritions and a review of recruitment, induction and retention strategies across the organisation;
- assessing our infrastructure and information management needs; this resulted in the adoption of a recommendation to acquire a new NDIS-ready database to process support requests, manage rostering and invoicing the National Disability Insurance Agency for the support provided;
- identifying and exploring partnerships with third parties that enhance the range of supports and services that FRANS offers its customers through partnering with HCF to offer participants and their families access to discounted clinical services like speech pathology, occupational therapy, nutrition etc.; and,
- maintaining sector best practice quality assurance, through undergoing voluntary, annual third party verification, which measure the compliance of FRANS work practices, procedures and staff against the provisions of the National Standards for Disability Services.



FINANCE AND CORPORATE SERVICES

Finance and Corporate Services (F&C) is comprised of finance, human resources, administration, facilities and vehicles. The department's primary focus in 2015–2016 was financial management, NDIS readiness in terms of workforce, systems and procedures, as well as back office support.

There was a significant increase in recruitment at the beginning of 2016, to source experienced Support Workers for the RASAIID project. This resulted in additional workload in separate payroll processing and budget tracking for participants in this project.

Finance took the opportunity in the last financial year to change the accounting software to a cloud based system. This is a significant improvement on the original software that only allowed minimal users their issues with speed when updating the database.

F&C relocated the offices to the building at 111 Edwin Street North, around April of 2016. This required a great deal of planning to ensure minimal disruption to daily operations in these departments. This relocation freed up the space in the building located at 113 Edwin Street North, for participant activities which allowed for dedicated spaces and far more room available (see above).

F&C are currently working alongside Strategy and Communications, and Support in implementing a replacement CRM and rostering system in preparation for the change in processes that will come into place when FRANS participants will be funded via the NDIS.

PEOPLE AND TALENT

As at 30 June 2016, FRANS had 156 employees and 21 volunteers, as follows:

- 128 Support Workers
- 28 office staff
- 21 volunteers, of which 13 are Directors

We are of the firm belief that the strength of our workforce is in its understanding of the needs of the people we support. To that end, we continue with the policy of providing all office staff regular opportunities to meet and support participants by undertaking four quarterly shifts as de facto support workers.

This also gives staff an understanding of what can be trying circumstances in which our direct support staff operate on a daily basis. Most importantly, it reminds us of the challenges families living with disability face every day, and of the importance of ensuring that our support programs meet their needs.

Our commitment to inclusion at all levels of our organisation includes the appointment of two Directors with disability, three Directors with lived experience of disability, a part time employee with disability and the inclusion of FRANS participants in interview panels of our recruitment process.

In recognition of the emotionally demanding work our Support Workers undertake daily, FRANS continues to provide training opportunities in emotional intelligence and resilience and we have engaged a professional organisation to which staff may turn at no cost and in total anonymity for assistance with dealing with their own emotional wellbeing and mental health.

STAFF AWARDS

Ray Garden Memorial Award



The Ray Garden Memorial Award celebrates outstanding achievements of one of our volunteers. The award is in honour and memory of the late Ray Garden, a FRANS participant of more than 30 years, who passed away in 2013, aged 66. For many years, Ray visited our offices in Croydon several times per week, to check on staff, water our plants and generally be of help around the office.

This year, the Ray Garden Memorial Award for Excellence in Volunteering goes to Kate McLucas.

Kate has accessed FRANS as a participant for many years, primarily in the life-skills activities. In 2015, Kate started volunteering at FRANS by sitting on the interview panel during the recruitment of staff.

During this period, Kate was completing TAFE qualifications in Information Technology and Business Administration. Once she finished her studies, Kate wanted to further develop her skills and give back to the community. She started volunteering in the Computer Classes run at FRANS where she takes the role of a teacher, instead of student.

"It was a bit weird at first," she said when she realised she had to teach her friends. Kate's area of expertise is in the Microsoft Office Suite and she supports students in learning how to use Word, Publisher and PowerPoint.

"Volunteering is a bit different compared to work. It can be difficult when some of the students don't understand the instructions or can't stay focused. But I overcome these challenges by relying on team work with rest of the team."

"Volunteering makes me feel more proud of myself. It helps my confidence, in terms of teaching and helping others."

Kate is a great role model for other participants, as she is proof that they too could do courses at TAFE. Kate plans to continue her studies in the future and her advice for anyone thinking about volunteering is to "be confident, work as a team, go for it!"

Rising Star Award



The Award for the most promising newcomer recognises the particular efforts a new Support Workers has achieved. The award can go to any staff member who commenced their employment with FRANS during the course of the past financial year. This is an important award, as it allows FRANS to formally acknowledge and encourage a new colleague for their hard work and professionalism.

Thao Nguyen is the recipient of the inaugural Rising Star award; she was convincingly nominated by her peers. Thao works across a wide range of activities and is often requested as a preferred support worker by many participants accessing individual support. Thao is highly regarded, a strong team member, and is very softly spoken. However, her actions and kind heart speak loudly.

Prior to working at FRANS, Thao worked in hospitality, factories and banking. When she moved to Australia she fell in love with the country and quickly changed her career path. Thao started working at FRANS exactly one year, to the day, from the 33th Annual General Meeting.

Thao's personal experience with her son has taught her many of the skills she brings to the role. At a young age, Thao's son was diagnosed with Autism. However, Thao did not believe what the doctor told her and through many years of hard work and love, she helped the people around her understand that her son shouldn't be defined by his disability. He is now an active and happy high school student at a mainstream school.

"I am very happy and honoured to get this award", says Thao. "It motivates me to keep working harder and I love the work I do".

Moore Brothers Memorial Award



The Award for Excellence in Direct Support is named in honour of three brothers and FRANS participants, Thomas, Danny and Joshua Moore. The late Thomas and Danny, as well as Joshua, who survives his brothers, played an important role in FRANS demanding a greater person-centred approach, at a time when the term had yet to achieve such prominence as today.

The three brothers often insisted on their rights to individuality, inclusion and universal access, choosing to extend their participation in support programs to seeing bands and having a drink at their local pub.

FRANS coordinators who work closest with our direct support staff nominate a Support Worker who they have seen go above and beyond. In the 2015–2016 financial year, the award goes to Nisar Ahmed.

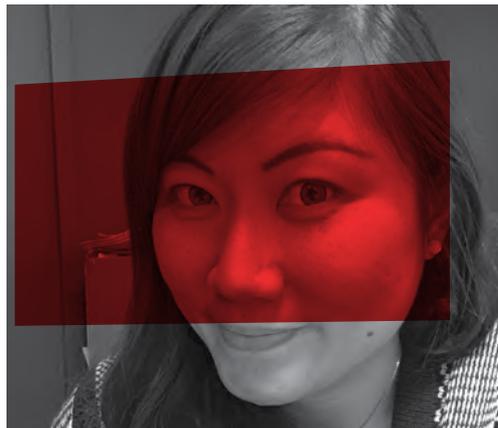
Nisar has been working with FRANS since mid-2014. He is a quiet achiever, also softly spoken, caring and polite. The high quality of his work did not go unnoticed and he was nominated for this award by office staff and support workers alike.

Nisar grew up in Afghanistan where he worked from a young age to support his family. As his country was affected by war, he moved to Pakistan for much of his childhood, before returning to Afghanistan as teenager. When he graduated, Nisar worked with United Nations International Children's Emergency Fund (UNICEF) where he worked with children affected by poverty and war. It was here, that Nisar got his first experience in working with young people with disabilities, as many of the children received physical disabilities from the war and land mines.

In early 2014, Nisar moved to Australia and FRANS was his first employer. Nisar works across a wide range of activities, including group activities where he often team leads, and in individual support. He is diligent, professional and always has a smile.

"For the last two years working with FRANS I have learnt a lot and it gives me a great joy to see a genuine smile from a participant when you help them achieve their goal and it motivates and drives me to continue doing what I am doing. At the end, I feel honoured and fortunate to have met so many participants, families and co-workers."

Dick Conroy Memorial Award for Service Excellence



The Award for Service Excellence recognises outstanding achievements of our office staff and is arrived at by a voting round each quarter, where staff nominate three colleagues whose professionalism and dedication have greatly influenced the success of FRANS overall.

The award is named after the late Dick Conroy, Board Member and Treasurer of FRANS, whose work was dedicated to continually improving outcomes for the people who participate in FRANS activities, their families and carers.

In the 2015–2016 financial year, there is a tie between two great candidates: Enrica Irene, who's winning the prize for the second consecutive year, and Eric Hong. Irene joined FRANS in 2012 as a Support Worker and promptly won the Most Promising Newcomer of the Year Award (now the Rising Star Award). She was promoted to the position of Senior Coordinator in September 2015 and has been a driving force behind the development of our Life-Skills Programs.

"It has been a great pleasure making a positive contribution in other people's lives and do the work that I really love and am passionate about," says Irene. "I feel honoured and grateful to have the opportunity to work here with such wonderful people and in such a great environment."

Irene also expresses her gratitude to colleagues and participants for their trust, respect and commitment. "Keep giving your best in everything that you do," she says!



Eric, who is originally from China, joined FRANS in March 2013. He holds a Bachelor of Economics and Finance and soon showed his real potential as a financial administrator at FRANS. 18 months after his appointment, he was promoted to the role of Senior Coordinator, Finance, on account of his strong and persistent performance. Eric has a young family, but admits that his passion is also somewhere else: "Cars... beside my family, most time I spend is on my cars."

"I enjoy working at FRANS", says Eric. "I'm working with a great team and other staff across the organisation. FRANS provides a flexible working environment, which I appreciate, and we maintain high ethical standards." Eric believes that a role model needs to provide support and direction, as well as opportunities to acquire new skills; he sees this in his manager every day. Receiving this award encourages him to continue to do well. "To be honest, I never thought about this. I just try to do my job and do my best. Thank you team!"

Patron

This year, we are farewelling Julie McCrossin, who has been our patron since 2008. Julie has been a tremendous advocate for FRANS, taking every opportunity to spruik our organisation, commend the work that our staff do and speak up for the rights of people with disability.

Julie has an innate ability to make people with whom she speaks feel comfortable, even when speaking about very personal things in front of an audience. This is evident from her engaging and sensitive conversations with FRANS participants and parents on the occasion of many AGM, but also from the countless forums and seminars that Julie facilitates in her professional capacity.

Julie has advocated for FRANS through the production

of videos and through social media posts; she has attended every event that we held in the past eight years, unless she was out of town; she's encouraged exhibition goers to place ever higher bids on artworks at our For Art's Show exhibition, and she has represented teams at fundraising challenges as a fierce but fair competitor.

Julie is involved in areas including human rights, women's health, indigenous rights, international aid and of course disability. After many years of juggling a dozen balls or more, Julie has decided to slow the pace of this demanding and all-consuming life and has stepped down from her position as Patron, albeit also with some regret and sadness: "I have loved every aspect of my engagement with you."

We have loved every moment of your engagement with FRANS and the people we support, Julie, and we feel privileged and grateful for the many years of your patronage that we have enjoyed. On behalf of the FRANS community, we thank you and wish you all the best!

Board of Directors

On 30 June 2016, the Board of Directors comprised 13 members acting in a voluntary capacity and combining a skills set and professional expertise spanning human resources, finance, law, human rights, information technology, fundraising, government, management and leadership and lived experience of disability.

Directors invest a considerable amount of time in supporting the CEO, the executive team and other stakeholders through their participation in Board committees, through professional advice and through their statutory responsibilities as caretakers of FRANS. Their invaluable contributions to the success of our organisation is often hidden to staff, participants and their families, as their engagement is usually after hours or it takes place outside of the organisation.

FRANS Directors are effective and skilled professionals who contribute to our organisation's success by assisting in raising our profile as a respected leader and a partner of choice for commercial operators and other support organisations alike. They play an integral role in forging relationships with government agencies, prospective business partners and private funders. They also support many of our activities and programs by participating in a voluntary capacity and by supporting FRANS participants during events and on Board committees.

BOARD OF DIRECTORS' REPORT

Family Resource and Network Support Incorporated

The Board of Directors submit the financial statements of Family Resource and Network Support Inc for the financial year ended 30 June, 2016.

DIRECTORS

The names of the Board of Directors at the date of this report are:

Glenn Ball, President
Emily Dash, Vice President
Warren Dawes, Treasurer
Rosemary King, Secretary
Sandra Casinader, Director
Darren Dick, Director
Penny Gerstle, Director
Stephen Hodges, Director
Genevieve Haines, Director
Mary McMahon, Director
Shaun Palmer, Director
Rosa Saladino, Director
Gil Thew, Director

Non-voting

Jerry McNamara, CEO and Public Officer

PRINCIPAL ACTIVITIES

The principal activities of the association during the financial year were support and assistance to people with disabilities, their families and carers.

SIGNIFICANT CHANGES

No significant changes in the nature of these activities occurred during the year.

OPERATING RESULTS

The surplus from operating activities for the year was \$30,570.

Signed in accordance with a resolution of the Board of Directors.




Glenn Ball

President

7 September 2016

Warren Dawes

Treasurer

BOARD MEETING ATTENDANCE FOR THE 2015–2016 FINANCIAL YEAR

	Meetings attended
Glenn Ball	5/6
Emily Dash	6/6
Warren Dawes	6/6
Rosemary King	6/6
Sandra Casinader	4/6
Stephen Hodges	5/6
Darren Dick	3/6
Penny Gerstle	5/6
Rosa Saladino	3/6
Mary McMahon	4/5
Gil Thew	4/5
Genevieve Haines	5/5
Shaun Palmer	5/5
Mary Lou Carter	0/2
Sally De Dear	5/6

Mary McMahon — Commenced Oct 2015

Gil Thew — Commenced Oct 2015

Genevieve Haines — Commenced Oct 2015

Shaun Palmer — Commenced Oct 2015

Mary Lou Carter — Resigned Oct 2015

Sally De Dear — Resigned Oct 2015, continues as minute taker from Dec 2015

TREASURER'S REPORT 2015–2016

The audited accounts for the year ended 30 June 2016 are presented for your consideration and adoption.

A full set of Financial Statements is available on request.

The 2015/2016 financial year finished with an operating surplus of \$30,570 compared to a surplus of \$27,185 for the previous financial year.

The Operating Result for 2015–16 comes after the transfer of \$120,000 to the NDIS working capital reserve. This is part of continuing management action to ensure adequate working capital in readiness for the rollout of NDIS on 1 July 2017.

It is important to note that the working capital reserve has in no way compromised FRANS meeting its obligations in terms of the provision of services to participants, their families and carers.

INCOME

Income increased by \$1,143,381 on the previous year in part due to the receipt of RASAIID funding.

EXPENDITURE

Expenditure increased by \$1,145,868 on the previous year mainly due to:

- \$741,156 increase in salaries and wages including salary rate increases.
- \$225,047 increase in program expenses.

Part of these increases is related to the provision of services to RASAIID residents.

FINANCIAL POSITION

The Balance Sheet shows a strong financial position.

Current Assets exceeded Current Liabilities by \$483,769 at 30 June 2016 indicating a healthy cash position.

The Balance Sheet records \$320,000 for the aforementioned NDIS working capital reserve as at 30 June 2016 and employee provisions plus information technology system upgrades of \$399,892 as at 30 June 2016 which are considered to be appropriate financial safeguards in the lead up to the NDIS.

The Cash Flow Statement shows \$1,905,804 net cash inflows from operating activities and this, as well as the other key financial indicators in the Operating Statement and Balance Sheet, reinforce the view that FRANS is financially sustainable and a going concern.

Any queries regarding the 2015–16 results can be addressed to me or to the FRANS Chief Financial Officer, Susan Woodhouse.

I would like to thank the Board, staff, and our Auditor, David Conroy for their support, help and advice throughout the year.



Warren Dawes

Treasurer

7 September 2016

BALANCE SHEET AS AT 30 JUNE 2016

	2016 \$	2015 \$
CURRENT ASSETS		
Cash and Cash Equivalents	2,702,227	805,482
Accounts receivable and other debtors	99,753	379,604
TOTAL CURRENT ASSETS	2,801,980	1,185,086
NON CURRENT ASSETS		
Property, plant and equipment	29,708	33,752
TOTAL NON-CURRENT ASSETS	29,708	33,752
TOTAL ASSETS	2,831,688	1,218,838
CURRENT LIABILITIES		
Accounts payable and other payables	1,918,319	543,220
Provisions	399,892	312,711
TOTAL CURRENT LIABILITIES	2,318,211	855,931
TOTAL LIABILITIES	2,318,211	855,931
NET ASSETS	513,477	362,907
EQUITY		
NDIS working capital reserves	320,000	200,000
Retained surplus	193,477	162,907
TOTAL EQUITY	513,477	362,907

Full financial statements and accompanying notes pertaining to this audit report are available on request.
Our contact details are on the back of this report.

**STATEMENT OF PROFIT AND LOSS AND
OTHER COMPREHENSIVE INCOME FOR
THE YEAR ENDED 30 JUNE 2016**

	2016 \$	2015 \$
Revenues from ordinary activities	6,417,642	5,274,261
Employee benefits expense	(5,003,011)	(4,261,855)
Depreciation and amortisation expenses	(13,103)	(33,163)
Occupancy expense	(415,920)	(300,225)
Programme activities expense	(406,766)	(181,719)
Motor vehicles expense	(97,764)	(84,417)
Other expenses from ordinary activities	(330,508)	(259,825)
Current year surplus before income tax	150,570	153,057
Income tax expense	-	-
Current year surplus	150,570	153,057
Prior year workers compensation refund	-	74,128
Net current year surplus	150,570	227,185
Transfer to NDIS working capital reserves	120,000	200,000
	30,570	27,185

Full financial statements and accompanying notes pertaining to this audit report are available on request.
Our contact details are on the back of this report.

STATEMENT BY THE BOARD OF DIRECTORS

In the opinion of the Board of Directors the accompanying financial report presents a true and fair view of the financial position of Family Resource and Network Support Inc as at 30 June 2016 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.

At the date of this statement, there are reasonable grounds to believe that Family Resource and Network Support Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Glenn Ball
President

Warren Dawes
Treasurer

7 September 2016

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF FAMILY RESOURCE AND NETWORK SUPPORT INC. ABN 39 136 853 895



Principal: David Conroy FCA

Postal Address:
Level 2/154 Elizabeth Street
Sydney NSW 2000

Telephone: 02 9267 9227
Fax: 02 9261 3384

Email:
admin@bryanrush.com.au
ABN: 95 373 401 379

Report on the Financial Report

We have audited the accompanying financial report of Family Resource and Network Support Inc which comprises the statement of financial position as at 30 June 2016 and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by members of the Board of Directors.

Board's Responsibility for the Financial Report

The Board of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (NSW) 2009 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

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

Audit Opinion

In our opinion:

The financial report of Family Resource and Network Support Inc. is in accordance with the Associations Incorporation Act (NSW) 2009 including:

- i) giving a true and fair view of (or presenting fairly, in all material respects of the Associations Incorporation Act (NSW) 2009) the association's financial position as at 30 June 2016 and of its performance for the year ended on that date;
- ii) complying with Australian Accounting Standards as disclosed in Note 1; and
- iii) complying with Div 60 of the ACNC Act 2012.

BRYAN RUSH & CO
Chartered Accountants



Principal

Sydney

Date: 7 September 2016

PLEASE CONSIDER SUPPORTING FRANS WITH A TAX DEDUCTIBLE DONATION OR BY BECOMING A MEMBER

Your donation helps us continue with critical life-skills programs that nurture greater autonomy and help people with disability lead more fulfilled and engaged lives.

We guarantee that your donation goes towards these programs and that it will have a direct impact on the people who access our programs.

All donations of \$2 and more are tax deductible (CFN 14593; ABN 39 136 853 895)

YES, I would like to make a donation to FRANS.

Your support will provide:

- \$40 — 1 hour of 1:1 support
- \$120 — participation in a 1 day group outing
- \$250 — 1 day of 1:1 support
- Other: \$ _____
- I would prefer to give a regular gift of \$ _____ to be automatically charged to my credit card every: month quarter six months year.

BECOME A MEMBER

Members are eligible to vote at the FRANS AGM, join a subcommittee, and access and borrow books, DVDs and other resources free. Please apply now for 2016/2017.

- \$20 Individual / Family membership
- \$50 Organisational membership
- Dr Mr Mrs Ms Miss

Name _____
 Organisation _____
 Address _____
 _____ Postcode _____
 Phone _____ Mobile _____
 Email _____

DONATION / MEMBERSHIP PAYMENT DETAILS

- I enclose a cheque / money order payable to FRANS Inc
- Please debit my credit card. VISA Mastercard American Express

Card no _____ Expiry date _____
 Cardholder's name _____
 Cardholder's signature _____
 Return to: FRANS, PO Box 210, Croydon NSW 2132

OUR FUNDERS

DONORS \$40,000+

Town Hall Hotel, Newtown

DONORS \$20,000 TO \$39,999

Community Building
Partnership, Canterbury

DONORS \$15,000 TO \$19,999

Hand Up Foundation	Community Building Partnerships, Strathfield	The Danks Trust
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DONORS \$10,000 TO \$14,999

The Good Guys — Auburn	The Marian & EH Flack Trust	Canterbury Hurlstone Park RSL
Ian Hetherington	James N. Kirby Foundation	

DONORS \$5,000 TO \$9,999

Ashfield Catholic And Community Club Ltd	Wests Ashfield Leagues Club	Department of Family and Community Services
Australia Post	Northcott Disability Service	Drummoyne Sailing Club
All Purpose Consultants	Petersham RSL	The Aurora Group

The Wales Family Foundation

DONORS \$2,000 TO \$4,999

Accessible Arts Incorporated	Ashfield Council	Equity Trustees — ANZ Staff Foundation
Club Burwood RSL	Marrickville Council	Shaun Palmer
Transurban Limited	City of Canada Bay Council	City of Canterbury-Bankstown
Municipality of Burwood	Penny Gerstle	Jerry McNamara
Executive Central	Anthony McGrath	More Than Human

DONORS \$1,000 TO \$1,999

Australasian Society for Intellectual Disability	Australian Chinese Charity Foundation Inc.	Leichhardt Council
Claudia Gschwind	Susan Carleton	Georgie Taylor
Westpac Group		



FAMILY RESOURCE AND NETWORK SUPPORT INC

ABN 39 136 853 895

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Croydon NSW 2132

FRANS Inc

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THE UNITED NATIONS CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

FRANS supports the United Nations Convention on the Rights of Persons with Disabilities, and our employees are bound by the principles for which it stands.

The Convention's purpose is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their Inherent dignity.