



Royal Far West
Children's health, country-wide

Annual Report 2018/19

**A year of
*transformation***

Mission, purpose and values

Royal Far West is one of Australia’s most enduring and respected charities. Established in 1924, we consistently adapt to meet the changing health needs of children and families living in rural and remote communities.

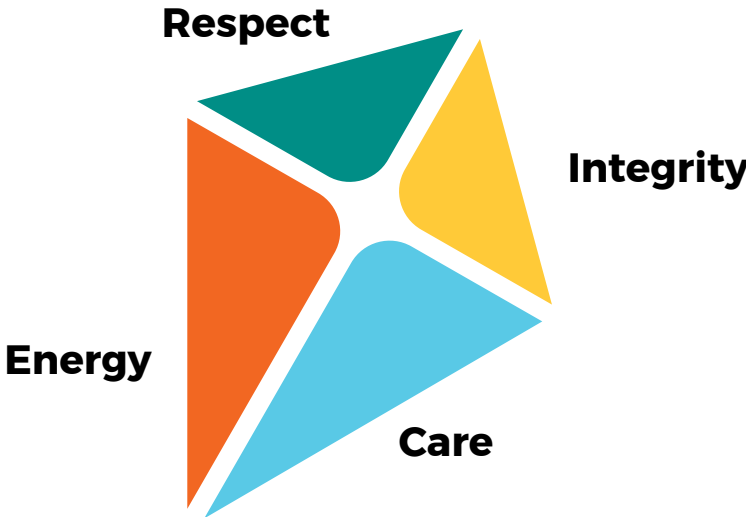
We provide services to improve the health and wellbeing of country children at the Centre for Country Kids in Manly, as well as virtually via Telecare, and in local communities.

We build the capacity of country families and communities. We leverage our knowledge, expertise and relationships to advocate for the equitable provision of health and wellbeing services for country children.

Our mission

To improve the health and wellbeing of children and young people who live in rural and remote communities.

Our values



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Parents, Health Professionals, School Principals & Teachers
If you believe a child in your care or in your community needs our help, please go to the 'Programs' section on our website or call our Client Services team.
External Audit
Conducted by Stewart Brown & Co.
ABN:
37 821 970 819
This Annual Report covers the period 1 July 2018 until 30 June 2019.

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The need

Geography should not be a barrier to disadvantage, yet children living in rural and remote areas of Australia are up to five times* as likely as children living in urban areas to have challenges with their developmental health.

In addition, NSW Health reports that 32% of rural children cannot access the services they need. Lack of access to services creates systemic barriers to optimising health and wellbeing outcomes, so children and families affected by these challenges who live in regional areas are often doubly disadvantaged, with life-long implications.

The physical, emotional and social development attained in childhood sets a trajectory for long term outcomes in health, education and wellbeing. Delays or vulnerabilities are linked with poor educational outcomes, disability, chronic mental health problems and a higher risk of unemployment, personal relationship difficulties, contact with the criminal justice system and homelessness.

There are currently 377,000 children aged 3-11 in Australia who are developmentally vulnerable on one or more domains, based on 2015 AEDC* estimates and current population data. This means that more than 1 in 5† children across Australia are starting school with a significant developmental vulnerability. More than 1 in 6† children and adolescents are experiencing a recent mental health condition. It is clear too many children are falling through the cracks. Despite its critical importance, childhood development does not get the attention or investment it deserves.

The rate of developmental vulnerability in Remote Australia is 10% higher and Very Remote Australia is 53% higher than in major cities. These increasing rates of developmental vulnerability, combined with the decreasing number of clinicians, exacerbates inequity between city and country. For example, there are 12 times the number of children per psychologist in very remote regions of Australia compared to city areas.

Too many country kids are missing out on the vital services that are integral to a positive trajectory for life.

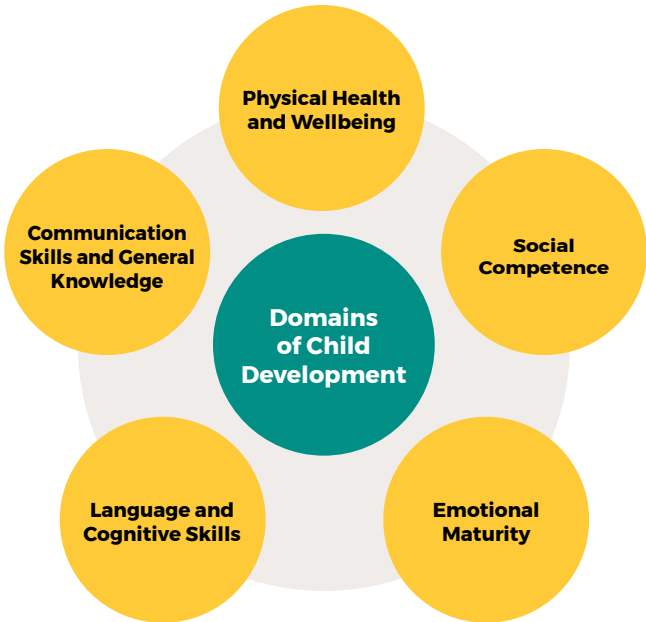


377,000 children are developmentally vulnerable*

on one or more domains across Australia aged 3-11.

114,000 children*

are developmentally vulnerable on one or more domains across Royal Far West's core markets (Regional, Remote and Very Remote areas) aged 3-11.



* 2015 Australian Early Development Census (AEDC). Children who score in the bottom 10% of the AEDC are developmentally vulnerable. Australian children living in rural and remote areas are more likely to be developmentally vulnerable, and the gap between urban and rural children is widening.

† NSW Ministry of Health data

The state of country children's health and development



42% of Indigenous children are vulnerable on one or more developmental domains

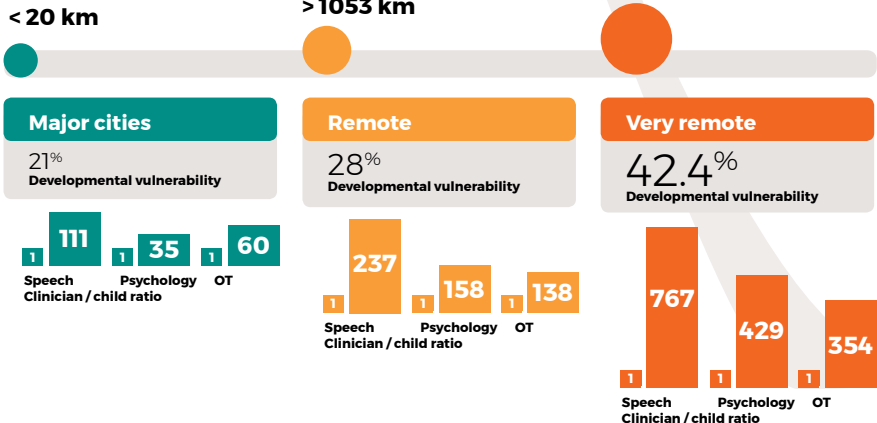
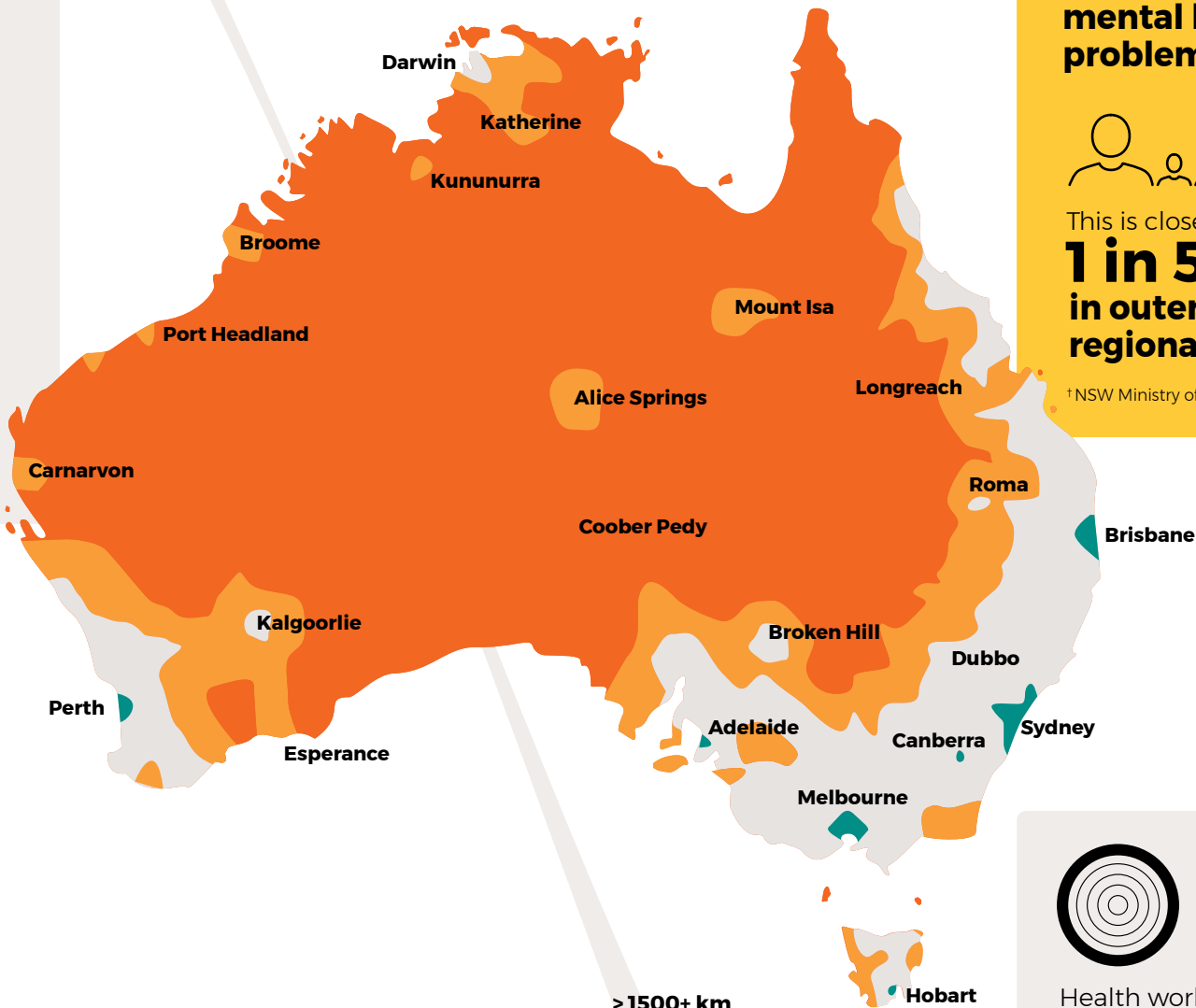


More than **1 in 6** (16.2%) children and adolescents aged 4-17 in rural areas have **mental health problems**



This is closer to **1 in 5** (19%) in outer regional areas

† NSW Ministry of Health data



Health workers in rural and remote areas serve a population at least **5 times greater** than their city counterparts

Who we support

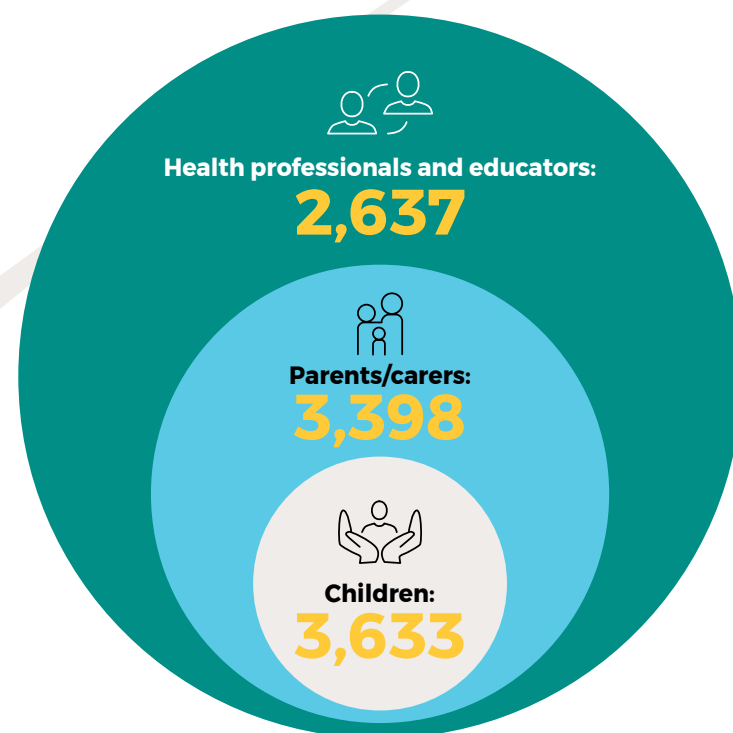
We believe every Australian child has the right to the health, education and developmental care that will help them unlock their potential, wherever they live. We boldly go where the system stops, to wherever we are needed, and use technology to ensure no community is beyond our reach.

In the last year Royal Far West supported

9,668

country children, parents, carers, educators and health professionals

through multidisciplinary services provided in our Centre for Country Kids in Manly, via Telecare into schools and homes and through community-based programs.



In 2018/19 Royal Far West:



Supported more people

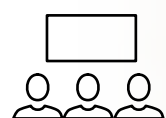
Up 17% ↑

9,668 people compared to 8,258



Reached more communities

30+ new postcodes ↑



Delivered Telecare into more schools

122 schools ↑

up from 102 last year

Our reach

Royal Far West is always transforming to meet the ever-increasing demand for our services as well as supporting the growing complexity in needs of children and families from rural and remote Australia. Through the use of technology and in-community programs, over the coming years Royal Far West will expand further and deeper into NSW, Queensland, WA and beyond.

Our impact

We work with research partners to build a strong evidence base for children's developmental health in rural and remote areas and to demonstrate the impact of our programs.

This year:

85% of parents/carers/teachers with children on our Telecare and Windmill Programs noted improvement/great improvement in the targeted area of function (e.g. speech)

Children consistently met/exceeded their Telecare goals (using Goal Attainment Scaling or Canadian Occupational Performance Measure)

Our work was published in three international, peer reviewed journals - *Digital Health Journal*, *American Journal of Consulting and Clinical Psychology* and *Health Economics Review*

We developed innovative partnerships to broaden our impact - trialling a wearable device to understand the signs of emotional distress and prevent escalation (CSIRO) and starting a study on the diets of children in rural and remote Australia (Macquarie University)

The child voice has been increased across our research and evaluation, using the Child Outcomes Rating Scale and the child and young child session rating scale.





Securing our future

Royal Far West has been supporting the health and wellbeing of country children and families for almost 100 years. Our focus in 2018/19 was to secure our future and that of the country communities we serve for the next 100 years. The growing prevalence of behavioural, mental health, speech and language challenges coupled with a gross inequity of services between city and country has been driving unrelenting demand for our services. In the last 10 years we have grown tenfold in the numbers of people we have supported, and it is essential Royal Far West transforms and innovates in order to meet future need.

This year marked some very tangible achievements on our journey to become a national charity providing health, education and disability services across rural and remote Australia.

The Centre for Country Kids

In December 2018 we ushered in a new and exciting era in our 95-year-old history with the opening of Australia's only integrated health, education and disability service for children and families, the Centre for Country Kids. This state-of-the-art facility positions Royal Far West to be able to support thousands more country children and their families.

Funded by Royal Far West in conjunction with the NSW Government, Federal Government and Sargents Charitable Foundation, the opening of the Centre for Country Kids marked the culmination of more than a decade of planning and building.

Our purpose-built Centre is designed specifically to support the growth of our Telecare offering as well as enhancing our dedicated benevolent service, the Paediatric Developmental Program, and other Manly based services. The Royal Far West Department of Education School is now integrated into the Centre, enabling a seamless experience for our children and families when they are staying in Manly.



The Centre for Country Kids:



Clinic rooms:
25



Classrooms:
6



Playgrounds and recreation spaces:
4



Telecare pods:
20



Clinicians:
85



Total staff:
151

Thank you

Government

The Centre for Country Kids would not have been possible without the significant funding contributions from the Federal and NSW Governments.

FDC Construction and Fitout Pty Ltd & Architectus

FDC and Architectus were the design and construction partners for our world-class building. Both parties worked closely with Royal Far West to bring our unique requirements to life. A 21st century building, the Centre for Country Kids was shortlisted in the "public architecture" category in this year's Australian Institute of Architects NSW Awards as well as being a finalist in the Master Builders Association Awards.

Sargents Charitable Foundation

Philanthropy is an important component of our funding mix and a generous donation from Sargents allowed us to open the Oral Health unit within the Centre for Country Kids to continue to deliver vital dental and orthodontic services to our clients.

HP PPS Australia Pty Ltd & Cisco Systems

The generosity of our technology partners to donate all our end user computing needs, infrastructure and communications systems has enabled us to become more secure, agile, mobile and efficient. This is a massive contribution toward our transformation and our ability to support thousands more country children into the future.

And a special thank you to

Nick Gassmann, our Centre for Country Kids Project Manager for his constancy, wisdom and commitment to Royal Far West and gentle guidance throughout an exceptionally big year. Nick was vital in helping us achieve our goal of opening our new Centre before Christmas 2018.

Our long-term friends the Moorambilla Voices, who delighted everyone at our Grand Opening with their pitch-perfect choir and the song they composed especially for the occasion.





Securing our future

Individual Giving Program

Demand for our services and the needs of country children has significantly grown in the last year, particularly in the area of mental health.

In order to meet this growing need and serve more children and families well into the future, Royal Far West is strategically investing in growing our Individual Giving Program.

We are pursuing a diversified Individual Giving strategy with the aim to grow our base of regular givers. Regular Giving is a critical income stream for most charities as it ensures a level of funding certainty, and has been an unrealised opportunity for us in the past. This strategy is already yielding incredible results with a 605% increase in our regular giving donor base.

We will continue to focus on building and inspiring our generous base of regular givers to help us support more country children to reach their full potential.



National Paediatric Telecare Service

In May 2019, Royal Far West received \$19.7m over seven years from the Commonwealth Department of Health in recognition and support of our innovative project proposal – a National Paediatric Telecare Service (NPTS).

The NPTS will build on our existing Telecare program and will be dedicated to addressing developmental vulnerability through rural preschools and schools, which will benefit children, families, communities, local services and the government with national reach and impact.

By 30 June 2025, the NPTS will deliver world-class, technology assisted developmental health services to more than 25,000 beneficiaries in rural and remote Australia.

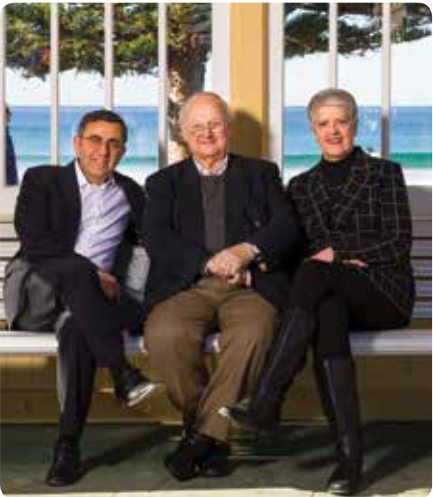
Extension of the Royal Far West campus

With the rural demand for support from communities across Australia and the rapid growth of our speciality services, our plans have evolved to extend the Royal Far West campus in Manly.

Royal Far West has commissioned architectural luminary and internationally-renowned architect, Glenn Murcutt AO, along with accomplished architect and designer, Angelo Candalepas, to design the approved campus masterplan that will allow Royal Far West to grow our work for country kids in need and future-proof our service for the next 100 years.

“Our vision is to deliver a beautifully integrated health and wellbeing “campus” that is inclusive, open and innovative. One that draws different people and local businesses together as a community to support our work of bringing vulnerable country kids to the beach to receive specialist services while enjoying the warm hospitality of the local community.”

Lindsay Cane AM
CEO, Royal Far West



From left: Angelo Candalepas, Glenn Murcutt AO, Lindsay Cane AM



GOVERNMENT HOUSE
SYDNEY

Message from

Her Excellency the Honourable Margaret Beazley AO QC
Governor of New South Wales

I am honoured to serve as the Patron of Royal Far West, continuing the long-standing Vice Regal patronage of this unique 95-year-old organisation that provides support to children from regional, rural and remote communities.

Robust country communities are vital to the health and wellbeing of our society, yet one in three children in country areas are not able to access the health support and services they require, because of where they live.

Improving access to services for these children is essential, and I’m delighted to represent Royal Far West with its fearless “boldly go where the system stops” promise and its “no community is beyond our reach” attitude, as it consistently adapts to improve the life-long outcomes for rural children and their communities.

Last year was truly transformational for Royal Far West, moving into the new, purpose-built Centre for Country Kids at Manly and developing innovative technology services for children living in isolated communities. Strong community support and deeply committed staff and volunteers allow Royal Far West to pursue the charity’s mission of improving the health and wellbeing of children and young people who live in rural and remote communities.

My first multi-day regional visit as Governor was to Dubbo, a rural city where my husband Dennis Wilson completed high school. Together we look forward to visiting many New South Wales rural communities, learning more about the impact of Royal Far West’s programs, and engaging with the organisation and its plans to enable this vital service to connect children in rural areas to the developmental care they need.

On behalf of the people of New South Wales, I thank Royal Far West for continuing to look out for the health and wellbeing of children and young people living in the rural and remote areas of our State.

Her Excellency the Honourable Margaret Beazley AO QC
Governor of New South Wales

Government House, Macquarie Street, Sydney NSW 2000
telephone: 02 9228 4111 | website: www.governor.nsw.gov.au





Chairman and CEO note

“The Centre for Country Kids continues to deliver all the benefits we had hoped for plus others we had not envisaged.”



Chairman
Joan H Treweeke OAM

From the Chair

As Chairman, I'm delighted to once again report on our activities.

The highlight of the year, the completion of our Centre for Country Kids, brought a monumental change to everyone who works at Royal Far West, the children and families who come here to receive our services, our visitors and the Manly community who are finding ways to do their community business in our space.

We are working hard to safeguard our charity's future for the next 100 years. To support more services and children, we're implementing a five-year strategy to give more people a chance to become regular givers; developing new corporate partnerships at national and community levels; and renting our vacant beachfront medical centre building until it is redeveloped.

As we are a charity, it is imperative that we develop and grow our donor base, as these benevolent funds enable us to provide services where we see the need and build the case for future funding from governments to the children in rural and remote Australia. Our future depends on us making a big commitment now.

Over the last few years our CEO has built a very professional and creative executive management team who have brought us to where we are today, and where we plan to be soon. The results they have produced and their sound advice to the Board has enabled the Board to invest with confidence.

This year we farewelled our Deputy Chair Michael Gill, who had brought many fine skills in business and charitable enterprises to the Board along with a great passion for the work of Royal Far West.

On behalf of the Board I wish to congratulate Ted Waters on being awarded an OAM in the Australia Day Honours, and Lindsay Cane an AM in the Queen's Birthday Honours. Both Awards are richly deserved and reflective of what Ted and Lindsay have contributed to Royal Far West and other causes.

I have the privilege to chair a Board of people who willingly give of their knowledge and time to maintain this magnificent organisation and to work with our dynamic CEO and her exceptional staff to progress the work and range of services to the children and families in the bush.

My heartfelt thanks.

From the CEO

It's been an enormous privilege to serve Royal Far West during this incredible year of our charity's transformation. Our footprint is now truly national and our new Centre for Country Kids (CCK) sits as Australia's only integrated health, education and disability service for children living in rural and remote communities, enriching our ability to operate and innovate in a very special way.

The CCK and all the services within it, is a deliberate and beautiful gift to our rural families. The relationship with our clients and families is all-important. They keep us honest with their feedback and are generous and constructive in helping us improve what we do. It also delights me to meet Manly residents who warmly congratulate us on such a beautiful gift to the local community.

Our fantastic staff have shown great strength and creativity during the period of transitioning to the CCK. Our close relationship with our teaching colleagues in the Royal Far West Department of Education School is a very special and valuable feature of our new environment.

It has been deeply satisfying this year to be acknowledged and supported by our State and Federal Governments, partners, health providers, philanthropists, universities and corporates, and we sincerely thank them all for their generosity and ongoing support. We warmly received our new friends, HP and Cisco, who gifted world-class technology equipment and services to us so we can deliver first-class therapy and support in the most remote parts of this country.

Across this year we have witnessed first-hand the oft-harsh reality of living in regional Australia. Coupled with the inequity of services between city and country, the unrelenting demand for our services continues.

We supported close to 10,000 children, parents, siblings, teachers and health professionals. The largest increase came from our Telecare for Kids programs, delivering allied health therapy and capacity-building services from Manly via technology.

Our strong advocacy with Charles Sturt University resulted in a funding partnership with the Federal Government to upscale our current Telecare Service for Schools over the next seven years, enabling us to double our capacity and exponentially increase the number of children we can support.

Our work was recognised globally, with Royal



CEO
Lindsay Cane AM

“The debilitating pressure from the nation's longest drought is exacerbating the challenges for country families that we are seeing at Royal Far West.”

Far West progressing through to be one of 12 finalists for Macquarie Foundation's 50th Anniversary Award to scale-up developmental and mental health services in very remote communities across Australia.

Thank you to all the wonderful people who have helped Royal Far West this year. I give sincere thanks to our outgoing Patron, General The Honourable David Hurley AC DSC (Ret'd) Governor of New South Wales and Mrs Hurley, and welcome our incoming Patron, Her Excellency The Honourable Margaret Beazley AO, QC and her husband Mr Dennis Wilson.

It is a pleasure to acknowledge and thank Richard Barron for his many years of service and expertise. In October, Richard transitioned from being a Board Member and Chairman for 17 years, to become our second only Life Member. I thank my Chair Joan Treweeke for her keen interest and commitment and her leadership of our Board of Directors, and most of all I thank my diligent, tenacious and energetic staff team who really have lived up to our motto of "no distance too far".

Well done, and my sincere thanks to everyone.

Highlights



7 years funding

from the Federal Government to future-proof Telecare delivery



20% increase
in health service delivery



605% increase
in regular givers



10 million people reached

through earned media and partnerships with Australian Community News, Prime7 and Channel 7



"Stories of the Invisible Children"

report launched nationally to wide acclaim in partnership with Charles Sturt University



\$1.6m donated

in technology goods and services from HP and Cisco



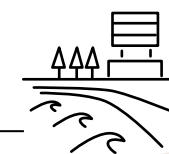
Innovative virtual school counselling

pilot project initiated with the NSW Department of Education



New fleet

of buses and cars thanks to the NSW Government



Grand opening of the Centre for Country Kids

with Premier Gladys Berejiklian, Deputy Prime Minister Michael McCormack and Governor General, The Honourable David Hurley AC DSC (Ret'd)



Global finalist

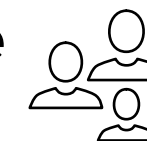
for Macquarie 50th Anniversary award



CEO Lindsay Cane awarded AM

13% increase

in skilled/clinical workforce



New community and corporate partnerships

with Novotel, Sebel, Doyles, Mirvac, Manildra and Manly Fast Ferry





Programs

Paediatric Developmental Program (PDP)

Our flagship benevolent program the PDP offers a comprehensive multidisciplinary assessment, diagnosis and review service for children from rural and remote NSW with complex developmental and behavioural issues.

This specialist service is a family-centred and trauma informed service, assisting some of the most developmentally vulnerable children in rural and remote NSW communities to access multidisciplinary expertise.

The PDP is a proud partnership between NSW Health and Royal Far West. It is free for NSW families who meet our specific eligibility criteria.

Children and their families travel to Manly, staying on-site for a week, where they access multidisciplinary services including: Neurodevelopmental Paediatrics; Child and Adolescent Psychiatry; Speech Pathology; Psychology; Occupational Therapy; Social Work; Special Educators; Dietetics; Orthoptics; Ophthalmology and Oral Health.

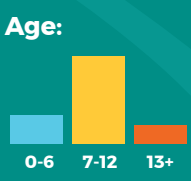
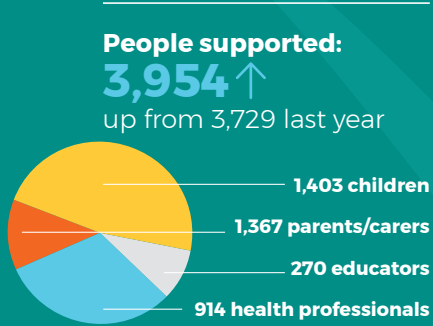
When not in appointments, children attend the on-site Royal Far West Department of Education School, and after school they participate in our Therapeutic Recreation Program after school.

Highlight

To support the growing demand for the PDP, and the increased complexity of children and families needing our help, this year we commenced a major program redesign to reduce waiting times, improve experience and in doing so reach more children with greater impact. Central to this is greater use of technology.

The future

- Continue with the PDP redesign to fine-tune the program.
- Commence a new community outreach model for assessment to help improve access and reduce waiting times, supported by additional funding from NSW Health.



Case study:*

Oliver was seven years old when he was referred to the PDP. Oliver lives with his family in a farming community in outer regional NSW that has been significantly impacted by the drought.

Oliver is a happy, easy-going and cheerful kid with many friends. A persistent and hard worker, he has experienced significant difficulties with learning and language since starting school. Oliver struggled with expressive language, and sometimes could not communicate his needs, becoming distressed when he could not complete activities and becoming increasingly frustrated, leading to him feeling sad about the things he could not do that his peers could.

His mother, Rachel, was extremely committed in looking for support for Oliver locally, because things were not improving with his speech and learning. In desperation she went to her GP, who referred Oliver to the PDP program in Manly for assessment.

During their visit to Manly Oliver received comprehensive learning, speech and other key developmental assessments.

With input from their local services including their school, the family received a clear diagnosis, an understanding of Oliver's strengths and needs, and recommendations on how to support him moving forward.

Royal Far West also supported the family to connect with local services and to access funded therapy support at school.

Oliver, his family and local supports now have all the information they need to continue providing him with the right support at the right time to have the best possible developmental, education and social outcomes for Oliver to reach his full potential.

Our service has had a life-changing impact on the family. Rachel reports Oliver is much happier, making progress at school and she feels much more positive about her role and direction in supporting him.

*This story has been de-identified to protect the privacy of the family



Programs




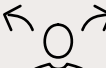
Community Programs

Healthy Kids Bus Stop (HKBS)

Supported by Ronald McDonald House Charities, HKBS is a free developmental screening service for country children that is run in partnership with Local Health Districts, Aboriginal Medical Services, Primary Health Networks, preschools, schools and community service organisations, all working together to identify any barriers to children so they are ready to learn when they start school.

The HKBS travels to country communities across NSW offering comprehensive health checks primarily for children aged 3-5. At each Bus Stop a range of health professionals provide developmental screening for each child, testing for developmental milestones, and identifying potential barriers to their development, therefore maximising their learning opportunities. Pathways to care are developed for children who would benefit from extra support and early intervention, with ongoing support provided to parents in the follow-up process.

Our HKBS program, supported by Ronald McDonald House Charities, has gone from strength to strength since its inception five years ago.

-  **2,900+**
Total children screened
-  **52**
Bus Stops
-  **170**
Communities reached
-  **81%**
of children referred to services



Highlights

Expanding our reach into more remote communities. These towns are often overlooked because they have small populations but are often desperately in need of services.

Developed a more effective follow-up service which includes empowering parents with the right information and tools to be able to support their kids. This has resulted in increased referral take-ups of children post screening.

The future

Due to the success of the Healthy Kids Bus Stop, we're developing a wider suite of services to take to the bush to respond as best as we can to the needs of regional, rural and remote communities, including our Windmill in-community immersion program.

Fitzroy Crossing

Royal Far West and Marninwarntikura Women's Resource Centre in Fitzroy Crossing are working together on an innovative partnership to increase support and improve outcomes for children and families with complex needs, including those impacted by Fetal Alcohol Spectrum Disorders (FASD) and Early Life Trauma (ELT). This partnership is called Marurra-U, a Bunuba word meaning to embrace with love and care. The partnership brings together community leadership and a strong will to change trajectories for children in the Valley, specialist expertise in child development, and clever use of technology to build local expertise and enhance services.

People supported:
134

Case study:

When the Healthy Kids Bus Stop visited the Hunter New England region earlier this year, four-year-old Ben came in for an assessment. The results indicated that further follow-up was required for Ben in multiple areas.

Ben's oral health was concerning, he failed his hearing test, he had an extremely poor diet, his expressive language was well below average and he was behind with his fine and gross motor skill development. As a result of tragic circumstances, Ben's Grandparents became his carers.

Through ongoing collaboration between the Local Health District and Royal Far West, Ben was connected with local speech therapy for weekly sessions, visited the Dentist, and had fortnightly appointments with a Dietitian and a Physiotherapist at a local clinic. Ben's hearing issues were also dealt with, and as there was no Occupational Therapist near his home, he was connected with an Occupational Therapist via Telecare to improve his fine and gross motor skills.

Ben's Grandparents report he has made wonderful progress, in fact, he's a 'brand new kid'. This is one of many examples of the Local Health District and Royal Far West coming together to identify health and developmental problems, then providing and connecting services. This co-ordination has ensured that Ben can start school next year with far more capacity to maximise his learning opportunities, and that he's school ready.

*This story has been de-identified to protect the privacy of the family



Programs

Telecare for Kids

Our globally recognised Telecare for Kids program gives children across rural and remote Australia access to affordable and specialised paediatric health services via video technology. Working in partnership with preschools, primary schools, parents and local health professionals, our Telecare for Kids program provides assessment, therapy and professional capacity-building across Speech Therapy, Occupational Therapy and Psychology.

Each Telecare session involves the child connecting from their school or home via video link to a clinician in Manly. In addition to the child, the session requires a 'therapy aide' who can be a school principal, classroom teacher, parent, or guardian. Sessions typically run for 30-45 minutes once a week for eight weeks of a school term and are conducted by one of our specialised Paediatric Clinicians.

Highlights

The move to the new building with its purpose-built Telecare pods with increased client privacy, and new laptops, webcams, speakers and internet system ensuring the best possible experience and outcomes for children and clinicians.

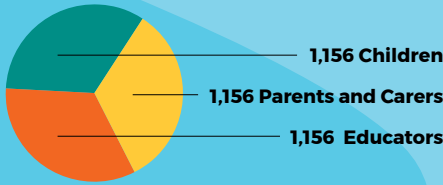
30% growth in our contracts with schools, enabling us to increase the number of children we support.

Increasing support provided to other Royal Far West programs to enable them to leverage technology to grow and expand.

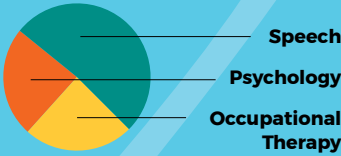
The future

The recent Federal Government grant will help us double our school contacts and beneficiaries over the next seven years.

People supported:
3,469 ↑
30% increase from last year



Client sessions:
11,714
Telecare sessions by discipline:



Schools:
122 ↑
up from 102 last year

Postcodes:
130

Gender split:



Aboriginal and Torres Strait Islander:
20%



Case study:^{*}

Six-year-old Cameron lives with his mother Therese, dad Sam and four-year-old sister Rosie in Dubbo, NSW.

With a background of hearing loss and middle ear infections, Cameron has delayed phonological awareness skills.

His school engaged Royal Far West and Cameron now receives Speech Therapy through our Telecare for Kids program at his school.

His therapy is focused on building his phonological awareness skills and articulation up to speed so he can keep up with his class mates and transition smoothly into literacy. Therese and Sam are very supportive and engaged in his therapy.

After four sessions, Cameron is making excellent progress with his pre-literacy skills. He is also very engaged, and his school is very supportive of the program.

Cameron and his parents and the school are looking forward to continuing with therapy next term.

^{*}This story has been de-identified to protect the privacy of the family



Programs

Windmill

Windmill is our therapy service for country children aged 2-12 with mild to moderate disability, and their families. Windmill can be accessed either at Manly in our popular immersion therapy weeks, or via technology at home, or at school. We also offer camps and blended services in Manly.

This innovative service is for National Disability Insurance Scheme (NDIS) or Early Childhood Early Intervention (ECEI) participants.

We work with families to develop integrated, therapeutic solutions to achieve their goals. Our services are flexible and tailored for each child according to their individual learning potential and functional ability.

Immersion Weeks

Families stay with us at Manly and access therapy sessions with our team of Occupational Therapists, Speech Pathologists and Psychologists, who work together to support the family, focussing on their specific goals.

Windmill Camps

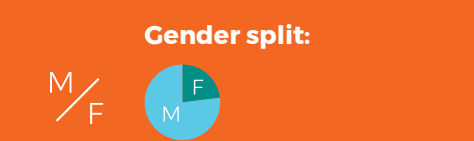
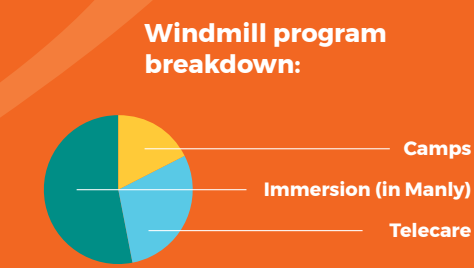
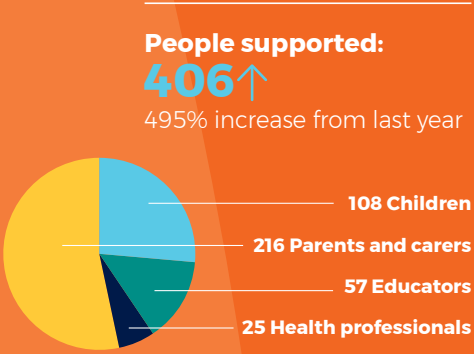
Our specialist recreation and therapy school holiday camps run for four days. They are for country kids aged 9-12 with an NIDS plan who need support to build self-confidence, create positive connections with peers and carers, and explore new activities to step outside their comfort zone.

The camps work towards NDIS Capacity Building and Social and Community Participation goals, combining group therapy sessions with recreational activities such as rock climbing and cooking, which are designed to encourage and develop teamwork, positive relationship building and emotion management.

Parents and carers have opportunities to network with other parents, as well as attend group training sessions.

Windmill Telecare

We provide therapy services remotely to our clients in their schools or homes via video conferencing to allow country kids to access our services locally on a regular basis.



Case study:*

Nine-year-old Andrew has Down Syndrome, Dyspraxia, Sensory Processing Disorder and Autism. Sociable and energetic, he enjoys engaging in play with others and has a cheeky sense of humour.

Andrew has limited communication skills and needs a lot of one-to-one attention as he can display difficult and socially inappropriate behaviour. Andrew is sensitive to loud noises which can cause him to become very distressed and act out.

Andrew's family reached out to Windmill hoping to find ways to support him in developing more positive interactions with his family and his peers.

Andrew made significant progress during his first visit to our Windmill Program.

Mum Kate shares her Windmill Program experience:

"Having spent this week at Royal Far West, I now have renewed hope that we can help (our son) Andrew develop skills we didn't think would be possible. What you do is incredible, and you and the team here really need to be commended.

"As I mentioned, I have attended therapy with Andrew since he was six weeks old. Honestly, I have never felt so empowered and confident in knowing how to help him or understand what is driving his behaviour and learning. It has been fabulous, and I look forward to coming back again in January."

*This story has been de-identified to protect the privacy of the family



Highlight

150% increase in Windmill participants, with the support of the Disability Sector Scale-Up (DSSU) Business Acceleration Grant Program we received last year from the NSW Department of Industry (DOI). The grant is enabling us to scale our technology, infrastructure and staff recruitment, for increased services for remote communities with a focus on Aboriginal families across NSW.

The future

- Due to the success of this year's school holiday Windmill Camps, we'll have monthly camps next year.
- Testing community immersion weeks.





Fundraising

Ride for Country Kids 2019

April of this year saw us travel to the Riverina in New South Wales for our 6th annual Ride for Country Kids. Sixty-three riders, plus our crew and support team undertook the challenging and inspiring event as it travelled through the heartland of Royal Far West, from Albury to Lake Cargelligo.

These are communities where children and families are in need of our services. It was very meaningful for our riders to receive a unique insight into the challenges these communities face, and the riders were able to share their compassion and support to families, schools and community groups along the route.

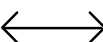
This year our first Royal Far West family Ride Ambassador, Nathan Taylor, joined the ride, adding a valuable dimension as he shared his personal story so that the riders could understand first-hand how Royal Far West has positively impacted on his family's life.



63 riders



Albury to Lake Cargelligo



450km+



Over \$550,000
total revenue raised for kids

Community fundraising

Royal Far West was supported by our wonderful friends in the Northern Beaches and other communities who donated their time and effort to help fundraise for country kids.

We continued our long-standing friendships with the Bold and the Beautiful swim squad, the CWA throughout NSW, various chapters of Rotary and Lions, Boyce Chartered Accountants, along with wonderful new relationships, such as Doyle Brothers and The Sebel Manly Beach.

Venue hire

With the opening of our state-of-the-art Centre for Country Kids has come the opportunity to hire various spaces of the Centre outside of working hours as an additional welcome income stream. We now have several ongoing weekly arrangements with local businesses and community groups as well as playing host at corporate events, Board meetings and functions.



In profile: Our Branch network

Royal Far West's Branches continue to play a crucial role in our 95-year history.

Historically, Branches raised the majority of our funds each year, and even with an ageing member-base and drought in many of their communities, the dedicated Branch Members and volunteers continue to contribute significantly to our fundraising.

April 2019 - Ride for Country Kids comes to West Wyalong!

It was a pleasure to be hosted by the West Wyalong Branch Members during this year's Ride. The Members put on an amazing afternoon tea at Wyalong Public School to refresh the riders on their last stop for the day. The Branch then hosted more than 90 riders and crew for dinner at the West Wyalong Bowling Club, where everyone thoroughly enjoyed the hospitality of the Branch and their community. We are exceptionally grateful to them.

June 2019 - Annual Conference

We were delighted to welcome 31 Branch Members from 12 Branches to our 2019 Branch Conference – the first to be held in the Centre for Country Kids.

The three-day conference was a wonderful opportunity to acknowledge the marvellous contribution of all Royal Far West Branches and their Members, as well as celebrate a number of milestone anniversaries – Port Macquarie's 85 years, Forbes and Trundle each with 80 years, and 70 years for Coffs Harbour.



18 Branches,
including 4 op shops,
raised
\$280,000+



Branch regions:

Bourke
Coonamble
Coffs Harbour (op shop)
Deepwater
Dubbo
Dubbo Wagon Wheel Club
Forbes (op shop)
Gravesend
Grenfell
Hay
Leeton
Manildra
Nyngan
Orange
Port Macquarie (op shop)
Quirindi
Trundle (op shop)
West Wyalong



Fundraising

Government, Philanthropy & Corporate Partnerships

2018/19 saw us go from strength to strength in the level of support and recognition for our services from the NSW Government, business and philanthropic sectors. Our partners are crucial in assisting us to advocate for country kids, families and communities to address the unrelenting demand for our services.

The future

More than ever, we need the support of individuals, corporations, philanthropists and governments to enable us to deliver our benevolent services deeper and wider into our nation's rural and remote communities.



Gladys Berejiklian, Premier of NSW



From left: Lindsay Cane AM, RFW CEO, Hon Ken Wyatt AM, MP and Professor Andrew Vann, Vice Chancellor and President of Charles Sturt University

Highlights:

Thanks to the NSW and Federal Governments' long-term support of our mission, their granting of significant funding allowed Royal Far West to open our state-of-the-art Centre for Country Kids in December 2018

Secured \$19.7m over seven years from the Commonwealth Department of Health to expand our Telecare for Kids program and create a National Paediatric Telecare Service

With the assistance of The Hon. Ken Wyatt AM, MP, Royal Far West, in partnership with Charles Sturt University, launched the *"Stories of the Invisible Children"* report at Parliament House in Canberra. The report documents the lived experience of rural families who struggle to get necessary health and developmental support for their children

Increased support for children with mental health issues, thanks to the Thyne Reid Foundation

Commenced a pilot program with the NSW Department of Education to provide school counselling services to students in remote communities

Global Finalist in the Macquarie Foundation's 50th Anniversary Award

Growth of our scholarship program with funding support from the Stephen Dixon Keir Memorial Fund and Pop Foundation for children with an urgent or ongoing need for clinical support, via Telecare

Continued funding from CAGES Foundation to support our work in Bourke NSW with the Maranguka Justice Reinvestment Program

Kept our Healthy Kids Bus on the road with visits to communities throughout NSW thanks to the help of Mary Alice Foundation, Yorke Family Foundation and Schwartz Foundation

Australian Community Media, Schneider and HP hosted "A Night To Remember" events, cooking and serving dinner for our families at Manly

Financial summary

Executive team



Lindsay Cane AM
Chief Executive Officer



Katherine Burchfield
Health Director



Jacqui Emery
Business Director



Mark Audet
Chief Financial Officer

The following summary provides an overview of the financial performance for the year.

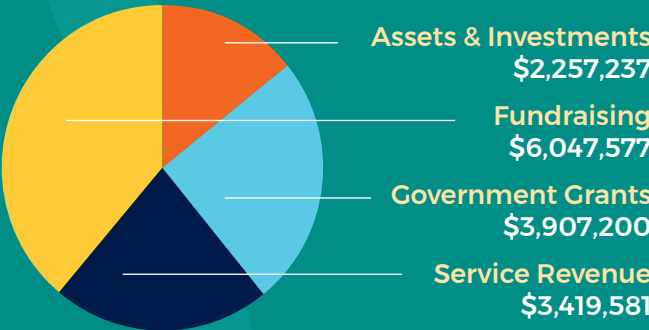
The 2018/19 year had a degree of extraordinary financial activity for Royal Far West. A net surplus of \$20.746m was recorded, largely driven by the final instalments of extraordinary funding for the completion of the new purpose-built Centre for Country Kids (CCK) in Manly, occupied in late 2018. This surplus was derived from \$23.825m in non-recurrent revenue which were contributions to the Centre for Country Kids construction, offset by a planned operating deficit of \$3.1m for the year.

The Royal Far West business operations for the 2018/19 year had a strong growth focus and the Board and Executive invested significantly in delivering more services to a greater number of children and families in need. Larger expense items that contributed to the operating deficit were the \$3.2m planned investment in people and infrastructure to deliver services, \$1.4m of non-cash depreciation, and \$0.5m for the individual giving initiative to create a larger donor base. The investment in our people and services continues to increase Royal Far West's impact in terms of growing the number of children and families supported, while the investment in brand and fundraising capability is driving Royal Far West towards a more financially sustainable future.

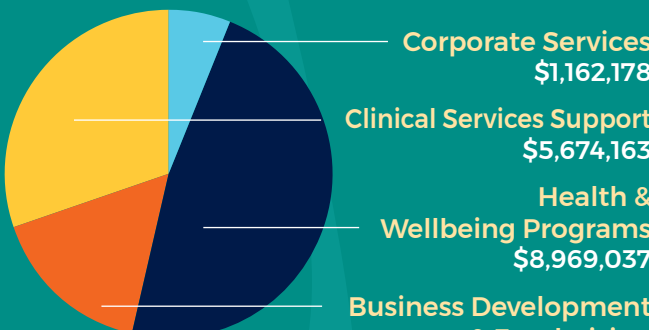
Of the \$23.825m in exceptional revenue and expenses, \$10.825m was for CCK construction funding and \$13.0m was the cash contribution from NSW Department of Education (DoE) in connection with the execution of a 50-year lease between RFW (the lessor) and DoE (as lessee).

The significant investment in the new CCK is now complete, and the challenge is for Royal Far West to fully leverage this physical asset to increase services to country children. With the completion of this major project, the Royal Far West Board will continue to invest in our services and the people who deliver those services and increase focus and investment in fundraising capability. More than ever, we need the support of individuals, corporations, philanthropists and governments to enable us to deliver our benevolent services deeper into the rural heart communities of our nation.

How our funds were sourced



How our funds were invested





Statement of Revenue

	2019	2018	2017
	\$	\$	\$
Grant from NSW Department of Health	3,907,200	3,802,098	3,709,400
Fundraising - Legacies & Bequests	478,236	384,144	772,511
Fundraising - Donations received from public	2,378,143	149,713	279,109
Fundraising - Contributions from Branches	394,443	313,255	308,425
Fundraising - Special purpose legacies	1,976,704	579,504	459,821
Fundraising - Other fundraising activities	820,051	998,895	782,248
Rebatable services	714,775	514,047	632,684
Service contracts	1,819,481	1,237,497	819,882
Income from investments/rentals	2,257,237	1,235,371	2,681,576
Sundry - Accommodation revenue	885,325	740,529	416,903
TOTAL	15,631,595	9,955,053	10,862,559

Statement of Expenses

	2019	2018	2017
	\$	\$	\$
Employee costs	12,430,604	9,751,916	8,819,823
Sessional fees	426,446	417,956	446,844
Administration expenses (includes audit fees, consultants, insurance, legal, travel & accommodation)	2,247,917	1,274,088	1,139,004
Fundraising expenses	807,606	571,422	266,565
Repairs & maintenance expenses	154,083	178,306	180,623
Supplies, food & catering for families	287,460	251,342	206,531
Utilities	221,388	161,036	178,908
Other expenses (includes cleaning, equipment, IT, housekeeping, fleet management, marketing & comms)	875,358	731,715	750,367
Depreciation & amortisation	1,407,720	384,197	981,668
TOTAL	18,858,582	13,721,978	12,970,331

Surplus / (Deficit) for the year (normalised)

	2019	2018	2017
	\$	\$	\$
Normalised net result for the year	(3,079,067)	\$3,766,524	(2,107,772)
Add / (Deduct):			
Non-recurrent revenue items			
Non-recurrent grants & other capital campaign contributions	23,825,319	14,800,676	
Net gain on disposal of property, plant & equipment	0	9,449,739	
Net gain on disposal of financial assets	0	8,354,685	
Non-recurrent expense items			
Accelerated depreciation - Manly Medical Centre		(1,026,337)	
Accounting net result for the year	20,746,252	27,811,839	

Corporate governance

Our Board

Directors



Mrs Joan H Treweeke OAM, LLB (Melb)
Chairman



Mr Mark S Drummond
Vice Chairman
(reappointed March 2019)
Treasurer (until March 2019)
Chair Nominations, Governance & Remuneration Committee



Mr Steven Grundy FAIM, MAICD
Treasurer (appointed March 2019)
Chair Audit, Risk & Compliance Committee



Mr Michael Gill MAICD
Vice Chairman
(until resignation March 2019)
Chair Nomination, Governance & Remuneration Committee and Investment Committee Member until his resignation.



Mr G Richard Barron
Dip. Technology (Building)
Retired November 2018



Mr Ted Waters OAM, BSc (math), BA (Economics), Teaching Certificate, MBA
Chair Investment Committee



Mr Peter J Veenstra OAM, B.A. (UNE)
MAICD
Nomination, Governance & Remuneration Committee Member



Ms Sheridan H Dudley BA, LLB, DipCrim (Melb), MAdmin (Monash)
Nomination, Governance & Remuneration Committee Member



Mr David Heard, GAICD, MBA, BE (Elec)
Elected to the Board October 2018.
Investment Committee and Audit, Risk & Compliance Committee Member

Royal Far West (ABN 378 219 708 19) is registered as a company limited by guarantee and not having a share capital under the provisions of the Australian Charities and Not-for-Profits Commission Act 2012. All Directors are Non-Executive Directors who receive no remuneration for their services.

The Board of Directors is responsible for setting the short and long-term strategies for Royal Far West. The powers and duties of the Directors are set out in the Constitution of Royal Far West, and at law.

The implementation of the strategy and the day-to-day management of the organisation is formally delegated by the Board to the Chief Executive Officer and her Executive Team.

The Board has established committees to allow detailed consideration of complex issues. In addition to Directors, membership of these committees includes non-directors with relevant skills. The outcomes of committee meetings are presented at the next Board meeting.

The financial summary is an extract from the annual financial report as prepared by Royal Far West's auditors Stewart Brown & Co.

Directors' Meetings

Number of meetings held:	7 ◇	
Director's Name	Number of meetings eligible to attend:	Number of meetings attended:
Mrs Joan Treweeke OAM (Chair)	7	7
Mr Mark S Drummond (Vice Chair)	7	6
Mr Steven Grundy (Treasurer)	7	7
Mr Ted Waters OAM	7	5
Mr Peter J Veenstra OAM	7	5
Ms Sheridan Dudley	7	7
Mr David Heard ‡	5	5
Mr G Richard Barron □	2	2
Mr Michael Gill Δ	5	5

Key

- ◇ Includes 1 Extra Ordinary Board Meeting
- ‡ Appointed to Board 12 October 2018
- Retired from Board 22 November 2018
- Δ Resigned from Board 28 March 2019



Thank you



Benefactors & Partners

Akubra Hats Pty Ltd
Angel Flight Australia
APP Corporation Pty Limited
ATS Charitable Foundation
Australian Chinese Charity Foundation
Avondale Golf Club
Barry Nilsson Lawyers
Baxter Charitable Foundation
Be Centre
Bill Wearn
Black Dog Institute
Bold & Beautiful Swim Squad Manly
Boyce Chartered Accountants
CAGES Foundation
Campbell Edwards Trust
Catholic Education – Diocese of Rockhampton
Catholic Education – Diocese of Wagga Wagga
Central Queensland, Wide Bay, Sunshine Coast PHN
Clubs NSW Pty Ltd
Coca-Cola Foundation Australia
Columbus Agency
Country Mayors Association of NSW
Country Women's Association
Cromwell Property Group Foundation
CSIRO
Darin Cooper Foundation
Denrith Pty Ltd
Doyle Bros
Dual Australia Pty Ltd

Strategic Partners

Australian Community Media
Charles Sturt University
Cisco Systems Australia Pty Ltd
FDC Construction & Fitout
HP PPS Australia Pty Ltd
Marninwarntikura Women's Resource Centre
NSW Department of Education
NSW Department of Industry
NSW Health
Prime7
Ronald McDonald House Charities Pty Ltd
Sargents Charitable Foundation
University of Sydney



Eileen Campbell
ERE Resch Trust
Essential Energy
Estate of Alan Arthur West
Estate of Bob Henry De Groote
Estate of Edmund Resch
Estate of Joan Jenkin
Estate of Lorna Jean Eshuis
Estate of Norman Thomas Brien
Estate of Sophia Ann Parker
Far West LHD
Findex
Glen Rocky Foundation
Glencore Coal Assets Australia Pty Ltd
Good360
Goodwill Op Shops
Gunida Gunyah Aboriginal Foundation
Holicombe Pty Ltd
Hotel Steyne
Hunter New England Central Coast PHN
Hunter New England LHD
IMB Bank Community Foundation
Inspire Management Consulting
Isolated Children's Parents' Association
Lighthouse Group
Littlescribe
Macquarie Bank
Macquarie University
Manly Business Chamber
Manly Fast Ferries
Manly Pizza & Wine
Manly Sea Eagles
Marsden Park Developments Pty Ltd
Mazda Foundation
Mid North Coast LHD
Mirvac
Moorambilla Voices
Morgans Foundation
Mulgoa Quarries Pty Ltd
Murrumbidgee LHD
Murrumbidgee PHN
National Council of Women of NSW
National Rural Health Alliance

Nexia Australia Pty Ltd
Northern NSW LHD
Oz Harvest
Pop Foundation
PSC Insurance Brokers (Aust)
PSI Managers
Restore Hope Foundation
RFW Branches and Op Shops
Rob Wearn
Rotary Manly
South Eastern NSW PHN
Southern NSW LHD
Stephen Dixon Keir Memorial Fund
Super Retail Group Limited
Sydney Business Park
Sydney Children's Hospital Network
The Coffee Club
The Fusion Point Bar & Restaurant Manly
The Manildra Foundation
The Mary Alice Foundation
The Mecure Hotel, Sydney Central
The Palmdale Trust
The Profield Foundation
The Schwartz Foundation
The Sebel Manly Beach
The Yorke Family Foundation
ThinkingWorks
Thread Together
Thyne Reid Foundation
Walgett Group Aboriginal Medical Service
Walgett Rotary
Western NSW LHD
Whiteley Corporation
Wilcannia Forbes Catholic Education Office
Zonta International Australia

Board and Scheme Members

Royal Far West has an impressive alumni of Scheme and Board members, many of whom have served the organisation for decades. This ongoing commitment is testament to the strong and safe governance of the organisation and key to its sustainability and longevity.

Staff and volunteers

Royal Far West has always been fortunate to attract incredibly dedicated and talented people who generously give their time, knowledge and expertise to advance the health and wellbeing of country children. This contribution is core to everything we do.

Families

Our brave, resilient and determined children and families are our reason for being. They regularly demonstrate the qualities and values we aspire to as an organisation and help us remember it is all about the kids.



Access to the right supports at the right time can reset a child's trajectory

Royal Far West is one of Australia's oldest and most respected charities. Established in 1924, we are dedicated to connecting Australian country kids to the care they need. We help and support children up to 12 with developmental challenges including speech delays, learning and behavioural difficulties and mental illness by offering specialised paediatric speech, occupational therapy and psychology services. No distance is too far to help make the lives of country kids and families more enriched, resilient and joyful.

