



Montrose Access

Annual Review 2008



Celebrating **75**
years of service

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MontroseAccess – celebrating 75 years of service



1930s

1932 – Queensland Society for Crippled Children founded on 14 September as Rotary Club of Brisbane project.

1933 – Montrose Home opens at Taringa on 3 December, with the first children admitted the following day. The home was gifted to the Society by local businessman and philanthropist, Mr George Marchant.

1936 – The Montrose Girl Guide and Cub troops start.

1937 – Duke of Montrose gives permission for use of the Montrose crest – ‘an eagle, wings hovering or preying on a stork on its back proper’. Montrose Home moves to the former ‘Ardoyne’ at Corinda, also gifted by Mr Marchant.

1940s

1940 – The first JT Isles Pool opens at Corinda; English star of stage and screen, Noel Coward, visits Montrose.

1942 – Following Japan’s entry into World War II, an air raid shelter is constructed beneath the junior dormitory.

1946 – Montrose children visit the British warship, HMS Adamant, and enjoy a trip down the river.

1948 – Patient Josephine Hickey calls the first meeting of the Old Montrosian society.

1950s

1952 – Sheltered workshop at Manly opens providing occupational therapy and woodwork training for the boys.

1956 – Douglas Bader, the English war hero who lost both legs in a flying accident, visits. The recreation hall is named after Russ Tyson, the ABC personality who maintained an active interest in Montrose for many years.

1958 – Jessie Peters, Matron since 1933, retires.

1960s

1960 – New buildings open at Corinda in November.

1961 – HW Watson, secretary of The Queensland Society for Crippled Children since its establishment, is awarded the OBE. He is named Father of the Year in 1965.

1969 – Montrose patients begin attending mainstream classes at the Corinda High School.

Our Mission

To provide support services to children and young adults with physical disabilities and their families in order to assist these clients to achieve their maximum individual potential for participation in the community.

Our Vision

To be a Queensland based centre of excellence, helping children and young adults with physical disabilities achieve the best quality of life possible.

Our Principles

Respect and Dignity

We respect the right to privacy, dignity and confidentiality for all.

Equity and Fairness

We believe in consultation and equity in everything we do.

Family Focus

We recognise that each family is unique and has individual goals.

Partnership

Partnerships within our communities are the strength of our future.

Quality and Innovation

We strive for continuous improvement, innovation and growth.



MontroseAccess

1970s

1973 – The Montrose school is rebuilt.

1977 – The famous Olympic distance swimmer, Steve Holland, makes a special guest appearance at the Montrose swimming carnival.

1980s

1982 – School holiday residential respite care begins.

1983 – The Montrose Golden Jubilee.

1987 – The new JT Isles Pool is opened in June. Renovations continue at Corinda to create suitable spaces for independent living, with one dormitory converted to cottage style living for 8 people.

1990s

1990 – End of admissions of 'live-in' patients; day patients only.

1995 – Windward Passage, a wheelchair accessible holiday unit for clients, opens at Caloundra.

1998 – Montrose school closes, and is relocated to a special unit at the Grand Parade school, Forest Lake.

1999 – Old high maintenance buildings at Corinda demolished.

2000 and beyond

2001 – Name of the organisation changed to MontroseAccess, complete with new logo featuring two figures moving forwards and upwards together.

2002 – First woman president, Speech Pathologist Jill Cross.

2003 – 70th birthday reception at Government House; MontroseAccess receives Australian Medical Association award of distinction to honour a non-medical organisation which has given outstanding support in the community.

2008 – MontroseAccess celebrates its 75th diamond anniversary.

Today MontroseAccess provides services and support to around 600 children and young adults across Queensland who have physical disabilities not adequately supported by other organisations. Our services are varied; family focussed, and take a holistic view of the child and their support systems – through respite, therapy and recreation, both on-site and in the home, school and community.

Patron and Board of Directors

Our Patron

Her Excellency Ms Penelope Wensley AO
Governor of Queensland



MontroseAccess' Board consists of seven directors from various fields who oversee the strategic direction of the organisation.

MARK GREENUP

President
Director
PR Graphics
Appointed 2003 (Director),
2008 (President)



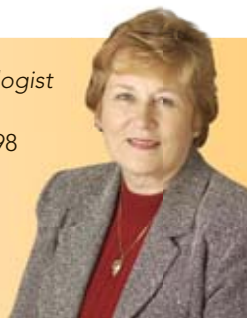
DR GEOFF WALLACE

Paediatric
Neurologist
Mater Medical
Centre
Appointed 1995



JILL CROSS

Speech Pathologist
Literacy Clinic
Appointed 1998



JOHN KENNEDY

Manager Corporate
Carers Queensland
Appointed 1998



JACK BRYCE

Urban Design
Consultant
Appointed 2003



CRAIG BELLAMY

Chief Financial
Officer
Trinity
Appointed 2004



PAUL BIRD

Director
Three Plus
Appointed 2007



Message from the President and CEO

2008 was a momentous year for MontroseAccess for two vastly different reasons. In April the organisation celebrated its 75th birthday; and 2008 will also be remembered as the year in which we experienced the worst global financial downturn in the history of the organisation.

To commemorate the 75th anniversary a number of celebrations were held, including a family carnival day, Staff Recognition function, and a spectacular Gala Dinner.

So that our proud history will be preserved for future generations, noted historian Helen Gregory has been appointed to research and publish a history of the organisation. It is anticipated that this project will be completed mid 2009.

While we are justifiably proud of our history, we are also confident that the organisation is well placed to confront the challenges of the future, thereby ensuring that our services will continue to benefit future clients.

Demand for our services continues to grow, and to accommodate this growth we opened a new regional office in Strathpine in April 2008. This office was officially opened by the Honourable Lindy Nelson-Carr MP, Minister for Disability Services. Not only are our client numbers increasing, but also the range of services we provide. An innovative new program that was introduced during 2008 was the Shark Bait Boys diving program in which clients with Duchenne Muscular Dystrophy are able to experience the thrill of diving.

It is also pleasing to see the continued development of our client liaison groups, which are proving to be very effective vehicles for the exchange of ideas and suggestions between directors and client families. The structure enables five representatives to be more involved with the operation of the organisation and has reinforced that current strategies and policies are appropriate and effective.

Our achievements over the past 75 years and our plans for the future would not be possible without the continued support and contribution of organisations and individuals within the community. Special mention must be made of the invaluable ongoing support of the Clubs Smile for a Child Foundation and Channel 7.

In 2008 the world experienced the most dramatic financial downturn in most people's memory. We were unfortunately not immune from the effects of this crisis in that the value of our investments has decreased alarmingly. This change in the world financial markets has reinforced the inadequacy of government funding to our organisation. In past years we have been able to fund our operating deficit through investment income and still record a modest growth in accumulated funds. This is no longer the case and even if there is rapid recovery in the financial markets it will take us a considerable period to regain the level of financial reserves we enjoyed prior to the downturn.

This situation is also being experienced by trusts and foundations, who have traditionally provided strong support through the funding of special projects. With a devalued asset base and reduced income streams these organisations now have less funds available for distribution to organisations such as MontroseAccess.

Therefore in 2009 we will be making even more concerted approaches to government, seeking a commitment to increase the current funding so that it reflects the excellent services we provide.

We continue to be an active member of Ability First Australia, which is the national entity set up by a number of the former Crippled Children's Societies throughout Australia. Although fundraising opportunities have not been realised as quickly as initially anticipated, Ability First Australia is proving to be a valuable platform for member organisations to liaise on a number

of issues including service provision, work practices and marketing.

During the year Christopher Wille and Suellen Sinclair both retired as Directors due to work commitments. Their contribution throughout their time on the Board is greatly appreciated.

In November 2008 John Kennedy stood down as President, having completed the maximum period of two consecutive two-year terms. John has made an outstanding contribution to the organisation, not only during his period as President, but also during his preceding years as Director of Finance. During the ten years John has been on the Board of Directors the organisation has changed dramatically, and he was always supportive of implementing change whilst being conscious of the need to retain the traditions of the organisation. Such a commitment impacts on work and family, and John always devoted time to all these areas.

Any organisation is only as strong as the people involved in it, and special thanks are extended to all Directors, staff, volunteers, client families and sponsors for their ongoing support.

Mark Greenup
President

Darrel Bourke
Chief Executive Officer

In Memoriam

In 2008 MontroseAccess was saddened to learn of the passing of several valued supporters and friends. Our condolences and best wishes go out to each of their families:

- Mrs Libby Menzies, wife of former MontroseAccess President, John Menzies; and former president of the Montrose Ladies Committee
- Mr Graham Judge, a dedicated and enthusiastic volunteer for MontroseAccess and many other local charities.

Our Services:

Respite

Respite at a glance

- Staffing challenges continue to take their toll
- Almost 500 hours per week spent assisting clients in-home
- CM & JA Whitehouse Foundation funds terrific outings for clients
- Adult Out-of-Home Respite grows in popularity



In-Home Respite

The provision of effective in-home respite services to families has been quite challenging over the past year. The workforce issues affecting all areas of employment within the organisation are also having a major impact on the recruitment and retention of a stable workforce in the respite area.

Despite these difficulties, 53 client families received assistance from the In-Home Respite Program in 2008 – equating to almost 500 hours per week of support allocated to assisting clients in their own homes. This compares favourably to the level of support provided last year, and is a testament to the hard work undertaken by our respite staff to ensure the needs of all clients and families are met.

Due to staffing constraints, the brokerage method of support continues to be a necessary part of service delivery. This support model involves MontroseAccess contracting services to another organisation to

provide support to client families when we are unable to provide assistance. There are currently four families receiving ongoing service through the brokerage model.

The waiting list established in 2007 is now minimal, with any significant delays in the provision of service being due to the availability of staff.

Out-of-Home Respite

The Out-of-Home Respite Program provides short periods of respite at Corinda, on weekends and during school holiday periods, for clients from 8 to 18 years of age. The school holidays are especially popular, as families are able to have a longer break while their child is involved in supervised activities.

Planning and providing appropriate activities to engage a client group with a wide range of backgrounds and interests can prove quite challenging at times for respite staff – especially activities which are of little cost to clients. A generous donation from the

CM & JA Whitehouse Foundation has assisted us in organising outings and activities which benefit all our clients. This donation also helped fund an enjoyable Christmas party for the clients at the close of 2008.

Adult Out-of-Home Respite

Admissions to the service established in 2007 for young adults over 18 years of age who have completed their secondary schooling continue to increase, with 17 clients now accessing the service. The program operates during times that the children's service is closed, which is an effective way to ensure our respite facility at Corinda is fully utilised all year-round.

The service is proving very popular with adults and their families, with a recent survey indicating that the families of young adults would like to see an expansion of the program. Although ideal, any expansion of adult services would be dependent on the availability of funding.

A particular focus of the Adult Out-of-Home Respite Program is to assist these clients to identify achievable goals, and to provide the support and encouragement they need to achieve these goals.

Sue Tonks
Manager, Respite Services



Left to Right: Out-of-Home Respite for over 18s grew in popularity in 2008



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OUR PEOPLE

Supporter

Penny Wilson, CEO Clubs Queensland



Clubs Smile for a Child is a state-wide community fundraising initiative that all Queensland clubs have the opportunity to support, as it is an industry 'registered' charity initiative.

Each year participating Queensland community clubs raise vital funds for charity through coin collection tins, staging events, Club Smile Fridays, and providing other generous donations.

The Clubs Smile for a Child Foundation's charter is to benefit charities that support children with disabilities, or children suffering from serious illness, and the families of these children.

Because the fundraising is carried out by community clubs across

the state, we sought a charity that provides much needed support and services to children throughout Queensland. MontroseAccess certainly meets these requirements handsomely!

The Foundation's partnership with MontroseAccess is important to us because of the tremendous support and services the organisation's clients receive.

Once a child has been diagnosed, or not as the case may be, MontroseAccess supports both the child and their family with essential therapies and respite; social inclusion and peer support; all of which help to maintain an independent quality of life for each and every child.

The Clubs Smile for a Child Foundation has been delighted to partner with MontroseAccess throughout 2008, for the fifth consecutive year, because of the essential support the organisation provides to its clients throughout Queensland.

Clubs Queensland is the peak industry body and union of employers for registered and licensed clubs in Queensland, representing approximately 600 sporting, RSL, surf lifesaving and other community clubs. The organisation's charitable foundation, Clubs Smile for a Child, has raised \$1.471 million for children's charities since 2002.

Our Services: Therapy

Therapy at a glance

- Staff recruitment and retention continues to be an issue
- Therapy support staff excel
- New MontroseAccess clinic for children with arthritis
- Therapy staff adopt innovative new programs
- Lifestyle & Leisure continues to grow for over 18s
- Early Childhood Program supports the little ones
- Recreation team helps everyone to have fun

During 2008, a total of 572 children, young adults and their families benefited from Therapy, Family Support and Recreation services provided by MontroseAccess. This includes 533 children accessing the Marchant and Early Childhood Programs, and 39 adults receiving service as part of the Package of Care and Lifestyle & Leisure Programs.

Therapy Services staff provide a holistic, client and family centred service, and aim to work in the natural environment of the client and their family. The services a client may receive throughout the year can include:

- Visits to home and educational settings
- A review at their local MontroseAccess office (such as a check of their wheelchair prescription or fitting for an orthosis)
- A day where families of children with a similar condition catch up and socialise
- If the client has a neuromuscular condition or arthritis, they may visit MontroseAccess to be reviewed by their specialist doctor and the team
- Attendance at a MontroseAccess camp or holiday activity
- The parents and/or siblings may be invited to a weekend away or camp.

Our staff continue to be our most valuable resource, consistently delivering a high quality of service under often difficult circumstances. The greatest challenge to Therapy Services continues to be recruitment and retention of allied health professional staff, in particular Physiotherapists. Physiotherapy vacancies, especially at Corinda, have negatively impacted on our ability to grow our service, and to provide the best possible assistance to our clients.

Throughout 2008, our therapy support staff have provided exemplary assistance in supporting client families, administration duties, management of resources, and helping therapists prepare for clinics and programs. Therapy support staff allow professional staff to concentrate on their specialist roles, and have demonstrated their value at times when there have been vacant positions. They're an essential part of our service.

In 2005 our Neuromuscular Advisor, Helen Posselt, initiated the Neuromuscular Clinic which combines health and therapy services. This concept has now been extended to children with arthritis and related conditions. In late 2008, a Paediatric Rheumatologist began visiting our Corinda site, allowing children to access a medical and therapy review in the one location. The clinics and our arthritis program are ably managed by our Physiotherapist, Lynne Borgert.



The greatest challenge to Therapy Services continues to be recruitment and retention of allied health professional staff, in particular Physiotherapists.

Staff continue to be innovative in the way they provide services – developing and adopting new programs and techniques that ensure our clients are receiving the best quality of care.



Marchant Program

The Marchant Program is MontroseAccess' largest program, with families serviced by the following teams:

- Corinda (central and southern Brisbane suburbs, and outreach areas)
- Strathpine regional office (northern suburbs of Brisbane)
- Gold Coast regional office (the Gold Coast and Beenleigh)
- Sunshine Coast regional office (The Sunshine Coast, Gympie, Bundaberg and Hervey Bay).

The Program provides services to children with neuromuscular conditions (42%, with Duchenne Muscular Dystrophy the largest sub group); Arthritis (17%); Arthrogryposis, Syndromes and congenital and acquired bone and joint conditions (7% each).

Staff continue to be innovative in the way they provide services – developing and adopting new programs and techniques that ensure our Marchant Program clients are receiving the best quality of care.



Left to Right: The 'Shark Bait Boys' diving program makes Sam's hydrotherapy fun; Young clients benefit from the new arthritis clinic; Orthotics is a vital component of the Marchant Program

Aquatic Physiotherapy is a proven treatment technique for people with neuromuscular conditions, arthritis, and a host of other physical disabilities. Throughout 2008 Naomi Stevenson, from the Gold Coast office, provided hydrotherapy for young children under the guise of fun water play. Strathpine Physiotherapist, Sue Nicklin, took a group of young clients – known as the 'Shark Bait Boys' – diving as part of a specially developed program. The Speech Pathologists helped the boys to write about their experiences, thus improving their literacy skills. And at the conclusion of the program, the Recreation team hosted a camp for the Shark Bait Boys to swim with the marine life at Sea World.

Our Speech Pathologists have been trained in the PAL and Hanen programs, and made these group programs available in 2008. The aim of the PAL program is to improve phonological awareness, which in turn will support reading and spelling for students diagnosed with phonological awareness difficulties. The Hanen program educates parents to support the development of their child's language, social, and literacy skills. Kate Deveson, the Speech Pathologist based at the Gold Coast also provided 'Tell a Story' holiday workshops for children during the year.

Team based individual and group Physiotherapy, Occupational Therapy, Speech Pathology and Family Support programs continue for our Marchant Program families.

Left to Right: The Lifestyle & Leisure Program grew in 2008; Recreational camps enable clients to participate in leisure activities; Early Childhood client Harry enjoys visits from Physio Christine



Lifestyle & Leisure

In the past, parents have expressed concern as their children approached the age of 18 and faced the cessation of their MontroseAccess services. Clients now benefit from the Lifestyle & Leisure Program (LLP), which provides independence coaching in lifestyle activities; and aims to ease the transition into adulthood.

LLP is now into its third year, with client numbers increasing to 23. Staff have further developed their expertise in young adult transition, and liaison with external services has increased. Client-centred and developmental approaches continue to be central to the program, assisting clients to develop greater independence and confidence in all aspects of their lives.

The LLP clients have identified a broad range of personal goals, including pursuing social interests, exercise programs, and activities such as mini golf and art. To achieve life skill goals, clients have been learning independent self-care routines, use of public transport, meal preparation, budgeting, and advocacy and negotiation when applying for equipment funding. Community access goals have included identifying safe routes to TAFE, local markets, and a playgroup. Several clients have also had goals requiring support to navigate and link with suitable employment services.

The social groups continue to be very popular, with up to 12 young adults attending each activity. This program now includes a 'bring-a-friend' component to facilitate age-appropriate social networking. Clients have enjoyed having the opportunity to plan and organise the program. An informal social parent

group has also been established to run concurrently, which is now independently facilitated by the parents.

During 2008 an additional social group was created in the northern suburbs – the Northside Day Group. This fortnightly program provides a regular meaningful daytime activity with social, recreation and skills based goals.

Throughout the year the LLP also facilitated two workshops in Exploring Friendships; further developed resources for young adults; and participated in programs jointly facilitated by other organisations. These included a radio interview, an employment agency information session, and cooperative programming with MontroseAccess' Adult Respite Service. Staff have also given presentations in various forums, including Education Queensland and the Royal Children's Hospital. The University of Queensland has conducted a research project to provide initial feedback on the effectiveness of the Lifestyle & Leisure Program for young adults with physical disabilities. This project paper is soon to be submitted for publication.

Early Childhood

The Early Childhood Program has been running for nearly two years and is continuing to expand. Aimed at empowering and equipping parents in supporting their children with physical difficulties and high support needs, the program is for children aged 0 – 8 years.

The South team currently provides services to 44 clients across the southside of Brisbane and the Gold Coast region, with services to Dalby provided through a consultative service. The team has

been using on-site clinics at Corinda and the Gold Coast offices to provide services due to recent staff shortages.

The Speech Pathologist on the South team has run the Hanen *It Takes Two To Talk* Program for several parents. This program is aimed at equipping parents to develop their child's language skills. The Social Worker and Psychologist have also run the *Fun For Friends* group for lower primary school aged clients to develop children's social skills, confidence and self-esteem. It was offered to all clients at MontroseAccess but predominantly taken up by those in the Early Childhood Program.

The Early Childhood North team has a total of 25 clients which includes families across the north of Brisbane and a strong cohort in the Hervey Bay region. Services continue to be provided to a small group of clients in North Queensland, with investigations under way to expand services to the Mackay region in 2009.

New initiatives undertaken by the North team in 2008 included a workshop for Brisbane and Hervey Bay parents entitled *Talking, Playing and Learning*. This workshop was designed to educate parents in using everyday household objects and routines to facilitate their child's cognitive and language skills. Other support and education was provided to local Indigenous health centres in North Queensland.

Staff on the Early Childhood teams have also continued to develop resources for the Education and Program Unit. This has included *Frequently Asked Questions* sheets for parents and a multimedia information kit about MontroseAccess.

Recreation

The Recreation program is available to clients of the Marchant Program, and is a very popular way for parents to have a break while their children are having fun with their friends.

The Recreation team aims to provide wholesome community and centre-based recreational activities to clients, in both individual and group settings. All programs are designed to broaden the client's recreational perspective, making it possible – with a little assistance – to participate in any activity.

In 2008 the MontroseAccess Recreation team has provided clients with:

- Over 40 week-long camp places
- Over 30 weekend camp places
- 60 group activity places each month
- 28 day activity places
- Over 250 school holiday activity places
- Individual leisure counselling to more than 20 clients
- Support to eight schools for clients attending school camps.

Groups

One of the most successful programs run by the Recreation team is group activities, including Over 15s Social Group, Kids Clubs, Girls and Boys Groups, and even a Bowling Group. Groups are facilitated by our Corinda, Gold and Sunshine Coast based Recreation Officers, and target children of a similar age or within a specific geographical area.

Groups are designed to encourage social interaction and the building of relationships between participants and participants' parents. They provide our clients with similar opportunities to those of their peers, as well as a chance to develop new skills and meet therapy goals.

Camps

MontroseAccess camps aim to broaden recreational experiences for clients in a safe and well-supported setting. The camps are well patronised, and often have a waiting list.

The team runs three week-long camps a year: 15 – 18 years camp, 12 – 14 years adventure camp and schoolies/graduation camp. 2008 saw the introduction of an additional camp – a weekend event for clients aged 10 and 11 years. Weekend

camps continue to be run in conjunction with the Family Support Department, including camps for siblings, children with similar conditions, and camps for all girls or all boys.

Holiday activities

During the school holidays, activities are provided for clients at the Corinda, Gold Coast and Sunshine Coast offices, and at various locations around South East Queensland. Targeted at primary and high school aged clients, the activities are whole day experiences which can include crafts, cooking, outings, sports and games. As well as benefiting clients, the activities provide parents with a valuable break during the holiday period.

Leisure counselling

The Recreation team also provides leisure counselling, which is an individualised service for clients who require assistance to find and participate in suitable leisure, recreation or sports activities. The Recreation Officers are able to educate and support families, as well as the organisation or club offering the activity.

Helene Frayne
Manager, Therapy Services



MontroseAccess camps aim to broaden recreational experiences for clients in a safe and well-supported setting. The camps are well patronised, and often have a waiting list.

Marketing and Events

Marketing at a glance

- 75th birthday carnival with families a cracker
- Fraser Coast Tourism partners with MontroseAccess
- Staff recognised for service and commitment
- Channel 7 continues as biggest supporter
- A fresh new look to our designs
- Local awareness on the rise
- Race Day at Doomben brings it in
- Charity Golf Challenge – Genesys sponsors a second year
- Clubs Smile for a Child supports a fifth year
- Myer Indooroopilly staff eat to fundraise
- Westfield chooses charity partner
- Gala Dinner an elegant affair

2008 marked 75 years of services to Queenslanders with physical disabilities, and the Marketing team ensured this milestone was celebrated throughout the year. Our anniversary date of Incorporation occurred on 4 April, and was celebrated with great panache with a family carnival day at Corinda on Saturday 5 April. Her Excellency the Governor of Queensland, Ms Quentin Bryce AC, presided over the formal proceedings, cutting a cake for all attendees to enjoy. Local residents, supporters, clients and their families enjoyed rides, games, fairy floss, stalls and face painting; and a doughnut eating competition organised by Captain Starlight had everyone in stitches. We were particularly fortunate to be able to borrow Variety's new portable Liberty Swing, enabling our clients in wheelchairs to feel the breeze through their hair.

Also in April, Fraser Coast South Burnett Tourist Board nominated MontroseAccess as the charity beneficiary of their inaugural Golf Day. CEO Darrel Bourke attended and spoke to the golfers as they relaxed with a barbecue lunch. This is a wonderful partnership

extending our fundraising activities further into regional Queensland. The local community assisted with accommodation and prizes, contributing to a great awareness and fundraising experience for MontroseAccess.

The birthday celebrations continued as MontroseAccess recognised the commitment and service of our marvellous staff with a Recognition Evening at Terraces on Wickham in June. Client families and peers were invited to nominate their most admired staff member, and awards were given out to reward five, ten, fifteen and thirty years of service. This occasion was the first of what is envisaged to be an annual event in recognition of the expertise and dedication of our staff in supporting young Queenslanders, year after year.

Channel 7 again supported MontroseAccess in numerous ways – producing and screening our fantastic Community Service Announcement starring our own client Ryan Bayley and newsreader Sharyn Ghidella; and by providing Seven Sport announcers Ben Davis and Rohan Welsh to be MC at our

Race and Golf Days respectively. Sharyn was also our glamorous host at our Gala Dinner in October. We remain extremely grateful to Channel 7 for this valuable media partnership.

The appointment of a new design agency saw considerable changes to the corporate branding and public face of MontroseAccess in 2008. Throughout the year we have unveiled a fresh, contemporary new look to our newsletters, brochures, banners, stationery, corporate DVD and billboards. This could not have been done without the cooperation and support of dozens of client families who volunteered a full day at Corinda to be filmed and photographed for our new collateral. Thank you to all who participated – we certainly have a new vibrant appeal to our marketing material, which has been very well received.

The donation of billboard space in Chelmer has increased MontroseAccess' profile in the local community. This is an invaluable donation which will continue to deliver our message and increase the public's knowledge of the work we do within the community. Additional billboards are anticipated during 2009, and we are very grateful to Mr Martin Irvine and Starvision Outdoor Advertising for supporting us with this campaign.

Our anniversary date of Incorporation occurred on 4 April, and was celebrated with great panache with a family carnival day at Corinda on Saturday 5 April.

The Chief De Beers function room at Doomben Race Course again welcomed seven sponsors and their guests for a fantastic day at the races in July. Further facilities were made available for guests, and the public were tempted with on-course meat tray raffles, the proceeds of which came to MontroseAccess. Over \$20,000 was raised through the support of our sponsors, donors and raffle ticket buyers. Awareness of MontroseAccess was raised amongst not only our sponsors and their guests, but all those on course – over 3,500 people, together with televised races and form guides across the world.

Genesys Wealth Advisors again came on board as major sponsor of our annual Charity Golf Challenge. Familiar faces and new players joined legendary coach Charlie Earp on the course at Indooroopilly Golf Club for a great day of golfing with on-course barbecues, raffles and prizes. Scheduled a little earlier than in previous years, September proved an excellent choice for this event which collected over \$7,000 for our essential services.



Throughout the year we have unveiled a fresh, contemporary new look to our newsletters, brochures, banners, stationery, corporate DVD and billboards.



Left to Right: The inaugural Fraser Coast South Burnett Tourist Board Golf Day aided MontroseAccess; Sharyn Ghidella hosted our Charity Gala Dinner; Magic at Westfield's Charity Day

Left to Right: Kyle and Joseph enjoy the Westfield hospitality; The Marketing team at the Charity Golf Challenge in September; Donut eating was a hit at the 75th birthday carnival



Our greatest cash supporter is the community – with Clubs Queensland's fundraising program 'Clubs Smile For a Child' our greatest source of community funding. In 2008 MontroseAccess was again chosen as a beneficiary of this program, and a promotional video was filmed, with young client Jazmin and her mum Alicia acting as worthy ambassadors. This video was played in RSL, sporting and community clubs across the state to demonstrate the importance of local funding in support of children with serious illnesses and physical disability. Over \$110,000 was raised in 2007. We appreciate the ongoing support of the clubs community, and particularly thank the Clubs Smile for a Child program for their continued and essential support.

For five years, the staff at Myer Indooroopilly have been indulging their collective sweet tooth to raise money for MontroseAccess. Staff morning teas and raffles, coordinated by store champion Mrs Maria Horrigan, raised over \$6,000 for our services in 2008. Thanks to Maria's stellar fundraising efforts, the Myer Community Fund generously matched every dollar raised – resulting in a cheque for over \$13,000 that was presented to the Marketing team in September. Thank you to the Myer Community Fund, Indooroopilly staff, and of course, Maria, for your terrific support.


We are extremely fortunate that Westfield Queensland identified MontroseAccess as its chosen charity for 2008, with each of its Chermside, Carindale, Garden City, Helensvale and North Lakes centres hosting

fun and exclusive events for our families throughout the year. There is no doubt community spirit in the corporate world is alive and well, and we are truly appreciative of the generosity shown by Westfield in supporting us. We look forward to continuing this partnership in 2009.

The year of birthday celebrations culminated in an elegant Charity Gala Dinner – themed 'Diamonds & Ice' – in October at Brisbane's Royal on the Park. Exquisite food, entertainment from The Swingin' Martinis and terrific auction items ensured a fabulous evening was enjoyed by all 200 invited guests. Our first ever event of this calibre, the dinner proved a successful way of raising money and awareness for MontroseAccess.

Overall, the MontroseAccess Marketing department has increased the profile of the organisation throughout 2008 and celebrated 75 years of service. We thank all our supporters, sponsors, donors and volunteers who have made this year a successful celebration of assisting children and young adults with physical disabilities throughout Queensland.

Martha Saw
Marketing Manager



There is no doubt community spirit in the corporate world is alive and well, and we are truly appreciative of the generosity shown by Westfield in supporting us.



OUR PEOPLE

Staff

Anthony Clifford, Recreation Officer

Recreation – it’s not all fun and games!

Well, it is a lot of the time, but there is also a serious side to the groups, camps, programs and other work that the MontroseAccess Recreation Officers provide.

I am the Senior Recreation Officer at MontroseAccess, and I am based at the Corinda office full time. I started in August 2003 on a six month contract – however the person I was filling in for never returned. So I found myself going from being the ‘new

kid on the block’ to the only Rec Officer within three months.

Having been in the role now for over five years, I have seen many changes in the programs and activities that the Recreation department offers our clients. I’ve also seen the team grow from two Rec Officers based at Corinda to five, with additional staff at our regional offices.

While I can’t deny that the role of Rec Officer is, on the whole, fun and enjoyable, it can be equally challenging. Often on camps after the kids have gone to bed, there is still work to be done sorting activities for the next day; talking with the support staff; debriefing the day’s activities, and more. Our days can

easily blow out to 16 or 17 hours, and then we need to be ready to do it all again the following day – and the one after that! However, the long, tiring days are worthwhile when you see the kids doing things they wouldn’t normally have the chance to do because of their disability and support needs – often activities that their peers take for granted.

The role has many rewards, but the main one I never get sick of is seeing smiles on the faces of kids who don’t often have a lot to smile about! I suppose this is why I continue to do this job.



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OUR PEOPLE

Current Client

Danielle and Ryan Dyer

Last year, four-year-old Ryan Dyer was speaking in two-word sentences, and poor balance prevented him from running and climbing. Now, he can tell his Mum Danielle a story, and he can confidently play in the playground with his parents.

They're development milestones many parents would take for granted, but Ryan is thought to be the only person in Australia with

Chronic Infantile Neuro-Cutaneous Articular (CINCA) Syndrome – an inflammatory disease with arthritic symptoms, that has caused him to spend much of his life in hospital.

Ryan is one of the first clients of MontroseAccess' Early Childhood Program for young children with difficulties in areas such as play and speech.

"Ryan was born with a rash all over his body," explained Danielle. "Later on he became very unwell with meningitis-like symptoms. He was in hospital for months and no one knew what was wrong.

"His diagnosis came as a relief, but it was still very difficult to accept as a parent. Plus all the time spent in hospital had delayed his development, play and speech."

The family's Rheumatologist referred them to the Early Childhood Program. Regular visits from a Physiotherapist, Speech Pathologist and Occupational Therapist in the past year have seen huge improvements in Ryan's motor skills and confidence – as well as Danielle's confidence in aiding her son's development.

"Before coming to MontroseAccess, we didn't know what level Ryan was at, making it difficult to look to the future," she said. "Now he is mastering skills like speech and balance. The therapists provide me with great ideas for fun, educational activities that Ryan and I can do together. He's going ahead in leaps and bounds, making wonderful improvements. We're thrilled – starting Prep is our new goal."



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Continued over...



OUR PEOPLE

Historian

Helen Gregory

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MontroseAccess history is important!

The gates to the grounds of MontroseAccess at Corinda sum up the importance of Montrose history, not only to generations of clients, their families and staff, but also to the broader history of Queensland. The key words on the gateposts are: 'Rotary', 'Montrose', 'Marchant'.

Key figures in the Brisbane branch of the Rotary International movement developed the forward-looking idea that children with physical disabilities should be able to continue their education, while receiving the treatment they needed. Enter George Marchant, very much a 'self-made man' who developed his philanthropic approach to life with the same expertise and dedication he applied to his highly successful business.

Between them, Rotary and George Marchant created Montrose. It was an ambitious model: no reliance on government 'hand-outs', expert clinical staff to implement up-to-date treatments, its own primary school and,



eventually, supporting Montrose residents to attend Corinda State High School.

It was a deliberate policy that Montrose children would be included in mainstream life as much as possible, through such activities as the Girl Guide and Scout groups which began in the 1930s; visits from famous entertainers and sportspeople; and regular outings to the theatre.

Keeping up to date is always a sign of vigour, and the Montrose model changed as new ideas took hold and more clients were able to be supported while living in their own homes. Through all this there have been remarkable people: clients and residents who achieved successes once thought impossible for people with disabilities; dedicated staff who remained for many years; Board members who came from the heights of Queensland's business and medical worlds.

Yes, Montrose history is very important; it is a story well worth telling.

Helen Gregory is an experienced Brisbane historian currently researching the history of MontroseAccess. The resulting book will be published in late 2009.



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Postal PO Box 50 CORINDA QLD 4075
Phone 07 3379 9200 or 1800 193 362

Alternatively, you can make a donation through our website www.montroseaccess.org.au



OUR PEOPLE

Past Client Mrs Beth Bevan

I have many happy memories of Montrose Home, having been an 'inmate' there from 1939 – 1948. My name then was Betsy Thacker. I married Don Bevan in December 1953, had three children, and I now have six grandchildren.



Betsy now and then
(second from left)

I particularly treasure memories of Guy Fawkes night, celebrated on 5 November each year. Together we gathered each child's cast off plasters, chest protectors (braces), and leg irons to build the body of Guy Fawkes. As we were growing children, these items were replaced sometimes as often as on a yearly basis, particularly our lace up boots.

As soon as school was over on each 5 November we would (with great ceremony) take our Guy Fawkes down to the field in front of the Girls Dormitory, and we would prepare timber, etc, for the fire. Then we would wait expectantly for dusk to come. I remember that was the promise of the day – we must not light Guy Fawkes until darkness had

set in, while at the same time we watched the sky, hoping our Guy Fawkes may be the first fire to be lit in Brisbane.

Once the Guy Fawkes fire was lit, we had crackers, Katherine wheels, and double bangers for others who watched from the veranda. Then when Guy Fawkes started exploding, and a chest protector went up into the air, we would all shout "There goes Margaret's chest! There goes Pam's arm! There goes Douglas' leg! Such fun.

Mrs Bevan has generously shared her Montrose memories with us as part of the 75th anniversary history project.



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