

2007

Annual Review



Montrose Access

CONTENTS

Introduction.....	3
Message from our Patron	5
Message from the President.....	6
Board of Directors	8
Message from the Chief Executive Officer.....	9
Our Services: Respite	10
Our Services: Therapy	12
Marketing and Events	18
Our Corporate Sponsors, Supporters and Donors.....	22

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.

(front cover) Claudia, age 2

INTRODUCTION

Our History and Benefactor

In 1932, the world was in the grip of a Poliomyelitis epidemic. Those who survived the infection were often left with severe physical disabilities – requiring ongoing therapy and care. Brisbane Rotary arranged a public meeting in Brisbane City Hall to address the requirements of children affected by the epidemic. From this meeting, The Queensland Society for Crippled Children was registered in April 1933.

In the months following, a philanthropist named Mr George Marchant donated his own home at Taringa to the Society, as our first residence. When these premises became inadequate for the number of children seeking care, Mr Marchant purchased the present site at Corinda, which he gifted to the Society in 1937. Montrose Home was able to provide accommodation for 90 children, with multiple services available, including schooling, dental treatment and even a barber.

When Mr Marchant died in 1941, his commitment to The Queensland Society for Crippled Children was evident, as he bequeathed a significant donation and the remainder of his estate to the organisation.



Mr George Marchant

Today

MontroseAccess currently provides services and support to over 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



**IT IS PROVEN THAT OUR
TECHNIQUES AND SERVICES
IMPROVE THE QUALITY OF LIFE
AND LENGTHEN THE INDEPENDENCE
OF THESE CHILDREN.**

holistic view of the child and their support systems both on-site and in their home, school and community.

With each of these services we strive to improve the lives of our clients; specifically through hydrotherapy, physiotherapy, speech therapy, occupational therapy and social work; respite, recreation and lifestyle activities and the provision of tailor-made orthotics. These services are not provided on an ongoing basis in hospital or by many other support organisations. In many instances we are the only ones to turn to.

And our role is vital. Many of MontroseAccess' clients have degenerative conditions that limit their ability to walk, play and learn. Together with medical advances and the services provided by MontroseAccess, many of the children's clinical progression is delayed by five to ten years. It is proven that our techniques and services improve the quality of life and lengthen the independence of these children.



**2008 MARKS 75 YEARS
OF MONTROSEACCESS'
SERVICE AND SUPPORT TO
YOUNG QUEENSLANDERS
WITH DISABILITIES AND
THEIR FAMILIES - OUR
DIAMOND ANNIVERSARY.**

What makes MontroseAccess unique is the approach we take to our clients and their families – not just in terms of physical care, but social and recreational wellbeing. Raising a child with a disability is a difficult and often isolating task, and MontroseAccess' respite facilities, camps and lifestyle programmes provide an essential social support network for client families; a shoulder to lean on, independence, and much needed friendship.

Our clients are varied, ranging in age from babies to early twenties, and they reside throughout Queensland – from Tweed Heads, to Cairns, to Mt Isa. Our offices in Brisbane, Pine Rivers, and the Gold and Sunshine Coasts care for our South East Queensland clients, while staff from our outreach programme regularly service our regional families, backed up by phone and email. We currently treat children with numerous forms of physically disabling conditions, the most common of which are neuromuscular conditions, juvenile arthritis, arthrogryposis, limb deficiency and acquired brain injury.

Looking towards the Future

2008 marks 75 years of MontroseAccess' service and support to young Queenslanders with disabilities and their families – our Diamond anniversary.

It is a year to reflect on our colourful history; the stories of our wonderful clients, carers and donors who've made the organisation what it is today; and look towards a confident and fulfilling future supporting even more young Queenslanders.

As our organisational Principles state, MontroseAccess is committed to continuous improvement, innovation and growth. The introduction of the Lifestyle and Leisure Programme; Early Childhood initiative, and Disability Services Queensland Quality Assurance in 2007 attest to this.

In 2008 we invite you, as part of the MontroseAccess community, to share in this milestone by attending one or more of our celebratory events. It's a way to show your support for this historical Queensland organisation and the important work we do.



Jayden loves Water Play



Developing independence at Out-of-Home Respite

MESSAGE FROM OUR PATRON



Message from Her Excellency Ms Quentin Bryce, AC
Governor of Queensland

I am delighted to recognise the outstanding contribution of MontroseAccess, who work quietly and compassionately, delivering professional, holistic and informed support to children and their families living with disability.

Since your beginnings in the terrible wake of polio early last century, you have drawn together a network of dedicated staff and volunteers and founded a vision of a just and cohesive society in which all young people can participate, find themselves and pursue their diverse pathways.

I consider it a joy to honour and commend your fine efforts in building opportunity and sustaining equality. Your deep roots and continued presence in our community inspire and ennoble all Queenslanders to work towards the ideals of acceptance, diversity, and courage that you uphold each day.

For your untiring commitment, I thank you.

Quentin Bryce
Governor



OUR HOLISTIC SERVICES NOW TOUCH OVER 2,000 PEOPLE THROUGHOUT THE YEAR, INCLUDING DIRECT THERAPY AND SUPPORT TO 600 YOUNG QUEENSLANDERS.



President John Kennedy congratulates Mr Bill Finney

MESSAGE FROM THE PRESIDENT

An amazing twelve months of new services, recognition of past Directors, welcoming of two new Directors, quality assurance and ongoing progress of our strategic intentions has transpired.

The Board has been occupied with activities including the leadership of event committees, reviewing capital requirements and ensuring that the organisation is prepared for a big year ahead in celebration of 75 years of service to young Queensland children since the company's registration in 1933.

Changes to the Board

The Board welcomed our two newest Directors, Paul Bird and Suellen Sinclair during the year.

Paul Bird is a director of Three Plus – a full service business and marketing communications company – and holds a 28-year career in media, marketing management, project management and business and communications strategy.

He is one of the state's most well-known and respected marketing and communications professionals, having provided advisory and consultancy services for government and enterprise across many industry sectors. Paul attended our Strategic Planning Workshop in 2006 and indicated his passion and commitment to the work of MontroseAccess.

Suellen Sinclair is a Financial Planner for Macquarie Financial Services. Suellen's skills, knowledge and experience in wealth management are of great value and complement the Board's membership.

Past Directors

An afternoon tea and presentation ceremony was held early in the year to recognise the valuable and voluntary work of many of our past Directors of the Board.

Our previous Directors have been key people in guiding MontroseAccess in providing services over the past few decades. Without their assistance, we would have struggled in providing clear direction of our services and our assets. Instead, we are surging forward in the field of disability support to young Queenslanders and their families and expanding these services to meet future needs.

Those present at the ceremony received a beautiful engraved trophy in recognition of their

support and inspiration in their past service as a Director, and the support of their partner was also publicly acknowledged. Those present at the ceremony included Alan White (who commenced as a Director in 1955), Barrie Greenup (29 years service), Bill Wilson (15 years service), Bill Finney (17 years), Robin Francis (17 years), and Russ Tyson (20 years), now Director Emeritus.

On behalf of the Board, CEO, Management and staff of MontroseAccess, I thank you, our past Directors, for your dedication to duty through your enormous contribution of time in supporting the work of MontroseAccess.

Quality Assurance

The past year, and indeed the previous year, concentrated on preparing our organisation for accreditation by Disability Services Queensland as a Quality Assured service. This culminated in an external audit conducted in late November, and notice of assurance in December. The Board is proud to commend the staff of MontroseAccess on having completed this process so successfully, and congratulates all aspects of our service in providing quality assured programmes to the young people of Queensland.

Committees

The Directors of MontroseAccess contribute greatly in the areas of fundraising through participation and leadership of event committees. This year, two major events were guided by Directors of the Board, affecting funds over \$50,000 gained through our inaugural Race Day at Doomben, and our annual Golf Day at Indooroopilly Golf Club. 2008, as our 75th Diamond Anniversary year, poses additional committee representation of our Board in ensuring that our celebrations are incredible and rewarding to all involved. These committees are the result of the strategies set by the Board's Marketing sub-committee who set the pathway for marketing activities for the ensuing twelve months.

Another committee which the Board has established is one to investigate capital requirements for our services provided on the north side of Brisbane, including the Sunshine Coast. This committee is investigating, in line with our Strategic Intent 2006 – 2011, options for the establishment of our own facility in that region. Client demand in this demographic is increasing, and the Board is responding to this need in a positive manner

through the sourcing of land options and accommodation to meet requirements.

Outlook

The Directors are excited to be involved in our forthcoming celebrations of 75 years of operation as a company. The scheduled events will bring a focus on our history and, more importantly, our future as a solid organisation which provides services and care to children and young adults with physical disability, and their carers and families. Our holistic services now touch over 2,000 people throughout the year, including direct therapy and support to 600 young Queenslanders. We are proud to be involved in steering MontroseAccess towards the prosperity of the next 75 years.

John Kennedy
President

IN MEMORIAM

In 2007, MontroseAccess was deeply saddened by the passing of five valued supporters and friends, and our thoughts and best wishes go out to their families:

- Dr Bill Wilson was a member of the Board from 1982 -1997, and our President from 1995 -1997.
- Mr Alan White was a successful businessman and Director of the Society from 1955 to 1990. He was President from 1980 - 1983.
- Mrs Marnie Stable, wife of former Director Dr Grantley Stable OBE, was actively involved with the organisation's Ladies Committee.
- Mrs Greta Betlam was the registered nurse in the MontroseAccess Respite area for over 21 years.
- Mr Robert Peace served the organisation for ten years as our Accountant.



BOARD OF DIRECTORS



John Kennedy President

Manager
State Services
Carers Queensland
Appointed: - as Director 1998
- as President 2004



Dr Geoff Wallace

Paediatric Neurologist
Mater Medical Centre
Appointed: 1995



Jill Cross

Speech Pathologist
Literacy Clinic
Appointed: 1998



Jack Bryce

Partner
Minale Bryce Design Strategy
Appointed: 2003



Mark Greenup

Manager
ABee Promotions
Appointed: 2003



Christopher Wille

Solicitor
Minter Ellison Lawyers
Appointed: 2003



Craig Bellamy

Chief Financial Officer
Meridien Retirement Living
Appointed: 2004



Paul Bird

Director
Three Plus
Appointed: 2007



Suellen Sinclair

Financial Planner
Macquarie Financial Services
Appointed: 2007

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



In last year's Annual Review I was pleased to be able to announce our success in attracting additional government funding for new programmes to provide respite and day activities services for over 18-year-olds, and to provide early intervention services to children with disabilities aged 0 - 8 years.

During 2007 these new programmes were successfully implemented and are proving to be a valuable addition to the suite of services we at MontroseAccess provide to our clients.

As a result of the introduction of these new services, plus growth in demand for existing services, it was necessary to establish an additional regional office in the Pine Rivers area. This office is now fully operational, and as well as giving us an increased presence on the northern outskirts of Brisbane, it has significantly reduced the amount of travel for our clients and staff.

The ongoing growth in demand for our services has resulted in our current Sunshine Coast office premises becoming inadequate for our needs. We are seeking to lease alternate larger premises as a short term measure; however the longer term solution is for MontroseAccess to build its own dedicated office on the Sunshine Coast. To achieve this long term strategy, we will have to undertake a capital fundraising campaign on the Sunshine Coast and surrounds.

In light of the ongoing growth in demand that we are experiencing, the implementation of our strategic plan is crucial to ensure that we continue to provide the appropriate range of services, and deliver these services in the most effective manner. To assist in determining our range of services and delivery modes, we are analysing statistical data on predicted population increases and anticipated growth areas.

Over recent years we have received tremendous support from the Honourable Warren Pitt MP in his

A MAJOR ACHIEVEMENT DURING 2007 WAS OBTAINING QUALITY ASSURANCE ACCREDITATION IN ORDER TO COMPLY WITH THE REQUIREMENTS OF DISABILITY SERVICES QUEENSLAND.

role as Minister for Disability Services. In the latter half of 2007 he changed portfolios in a Cabinet reshuffle. My utmost gratitude goes to Minister Pitt and I look forward to developing a similar close and productive relationship with his successor, the Honourable Lindy Nelson-Carr MP.

A major achievement during 2007 was obtaining quality assurance accreditation in order to comply with the requirements of Disability Services Queensland. My appreciation is extended to all staff members for their cooperation which led to our success in being accredited. While this exercise was undoubtedly a team effort, special acknowledgment must be paid to Ms Sue Tonks, who, as Quality Officer, oversaw this project in a competent and practical manner.

As we approach our 75th Anniversary in 2008, all stakeholders can be assured that the organisation is confidently planning for the future. This confidence is based on the proud history of our first 75 years.

Our patron, Her Excellency the Governor of Queensland, Ms Quentin Bryce AC, has continued to provide valuable support to MontroseAccess for which we extend our gratitude. Our local State Parliamentarian, Mrs Julie Attwood MP, has also continued to be a strong supporter of our organisation.

Finally, my thanks for the ongoing support provided by the President, Mr John Kennedy and each and every Director and staff member.

Darrel Bourke
Chief Executive Officer



OUR SERVICES: RESPITE

Respite Overview

- Over 50 families assisted In-Home
- Introduction of In-Home Respite waiting list
- Staffing shortfall a challenge
- Out-of-Home Respite remains popular
- Over 18's Respite a success

In-Home Respite

In 2007 MontroseAccess continued to provide much needed support to clients both inside and outside the home. 54 families received assistance from the In-Home Respite Programme – equating to 813 hours per annum of support provided in a family's own home.

Other families have benefited from a brokerage model of support. Under this model brokerage agencies are contacted to provide support to families where MontroseAccess is unable to provide assistance, usually due to staffing shortfalls.

It is regrettable that in the last year it has been necessary to establish a waiting list for the In-Home Respite Programme. This is due to the ongoing problems associated with finding suitable staff. Due to the casual nature of the work it is becoming increasingly difficult to recruit and retain in-home support staff. The management of these workforce issues and their affect on the provision of service will be a challenge for the coming year.



Tyson enjoys his Out-of-Home Respite

Out-of-Home Respite

The Out-of-Home Respite Programme continues to provide respite support on weekends and during school holiday periods. The school holidays are especially popular as families are able to have a longer break while their child is involved in supervised activities.

The Out-of-Home Respite Programme trialed a more formalised approach to holiday activities this year. Planned activities included:

- drama
- pottery
- jewellery making
- singing
- painting
- drumming

Several items of recreational equipment were also purchased, including an X Box, Nintendo Wii, and a variety of board games and craft material.

Four clients from the children's and adult service attended the Outback Spectacular on the Gold Coast, which was a real highlight. These outings, amongst many holiday activities, were made possible by a generous donation from the CM & JA Whitehouse Foundation.

Adult Out-of-Home Respite

Thanks to additional funding by Disability Services Queensland, 2007 saw the commencement of an Out-of-Home Respite Programme for young adults post 18 years of age – a first for MontroseAccess. The programme runs on a Monday to Friday basis throughout school terms and incorporates two fortnight blocks of longer respite each year – fully utilising our respite centre.

The longer periods of respite have proven particularly popular, with the planned block being booked out almost immediately the dates were decided.

The programme aims to provide a flexible respite option for young people, promoting their right to make decisions and choices about their life.

Young clients have also identified the difficulty in spending time with their peers and friends,

2007 SAW THE COMMENCEMENT OF AN OUT-OF-HOME RESPITE PROGRAMME FOR YOUNG ADULTS POST 18 YEARS OF AGE – A FIRST FOR MONTROSEACCESS.

and the Adult Respite Programme provides an opportunity for them to connect with people of their own age with similar interests.

While young people are accessing respite at MontroseAccess, their families are able to enjoy a break as well.

Thirteen young people regularly accessed the service during 2007, with several more applying to receive services who will hopefully enter the service in 2008.

Sue Tonks
Manager of Respite Services



Respite Labrador Wilbur is a loyal friend to Carly and Josh

RYAN



For the past five years, Ryan has been receiving regular occupational and speech therapy from MontroseAccess' outreach team. Ryan lives in Hervey Bay, and is an outgoing fourteen-year-old who loves beat boxing and watching movies; determined to ignore his spinal muscular atrophy as a disability and focus on his abilities.

MontroseAccess' occupational therapists assist Ryan with his functional abilities, learning access and upper limb activities; as well as his self care and home modifications. Speech pathology assists his development and maintenance of communication and literacy skills, such as the production of sounds, social skills and hearing. Ryan's beat boxing vocal strength is a testament to good therapy, and his determination to keep up his therapy regimen.

"MontroseAccess has been a tower of strength, not only for Ryan, but the whole family," says Ryan's mother, Leanne. "They are involved in so many areas of our lives other than the therapy and respite provided to Ryan. MontroseAccess has assisted us with a hospital bed, a hoist, replacement chairs; and they liaise with Ryan's teachers to ensure they understand his condition and his needs – everyone is so involved and supportive. I can't believe there is such an organisation to support families like ours!"



Hydrotherapy is great for Georgia's movement

OUR SERVICES: THERAPY

Therapy Overview

- Workforce challenges and staff development
- Specialised clinics
- Continued support of clients with neuromuscular conditions
- New research partnerships with universities
- The Marchant Programme
- The Family Support Programme
- Introduction of our first adult programme: Lifestyle and Leisure
- Development of the Early Childhood initiative
- Recreation

2007 was a busy year for Therapy Services, with the introduction of a number of new programmes and initiatives, including the development of the Early Childhood initiative, the opening of the new Strathpine regional office and introduction of our first adult programme: Lifestyle and Leisure. As a result, Therapy Services has become a much larger, more complex department in the past year.

Staff and Partnerships

Our staff remain our most valuable resource, with quality of service provision reliant on their expertise. The greatest challenge to Therapy Services has and will continue to be recruitment and retention of allied health professional staff, in particular Physiotherapists. Workforce challenges are widespread in the sector with tertiary training, full employment, expansion of direct government employment of staff and growth of the non-government sector affecting the staff supply.

For several years now, we have aimed to strengthen the size and level of skill of our therapy support staff as a valuable support to the professional staff. We will continue to develop their skills and role within Therapy Services. We are committed to visiting clients in their community but will also expect the families to make visits to their MontroseAccess regional office a regular part of their lives.

During 2007, the Physiotherapists in particular have provided specialist clinics at the MontroseAccess offices – clinics for wheelchair prescription and repair, and for orthotics and splinting. The clinics have been welcomed by staff and families, who

recognise the benefits of sharing the expertise of our knowledgeable staff. These benefits include the continuation of services at times of staff turnover, and maximum service quality with mentoring opportunities for our less experienced therapists. There are also workplace safety, time efficiency and teamwork advantages.

Under the guidance of Helen Posselt, the Neuromuscular Clinic combines health and therapy services. The families greatly value its availability within the community setting, rather than having to visit a hospital for medical reviews. More than 100 families have become regular visitors to the clinic since its inception in July 2005 and it continues to grow and develop; so much so that in 2007 it was awarded Sector Recognition in the Minister's Awards for Workforce Development. Following on from the success of the Neuromuscular Clinic, MontroseAccess intends to promote more clinics such as this for families of children with other diagnoses.

Therapy Services in 2007 forged partnerships with several universities to research aspects of neuromuscular and other conditions. We are also participating in a nationwide study of boys with Duchenne Muscular Dystrophy, and our collaboration with Parent Project Australia remains strong.

Marchant Programme

MontroseAccess' Marchant Programme has remained constant in numbers, with some redistribution of client groups, and we have

instituted changes with the aim of improving our quality of service to families. These changes include:

- broadening the Social Work department into the Family Support Programme
- developing the Neuromuscular Clinic
- encouraging the growth of the on-site service
- establishment of specialist therapy clinics
- redistribution of client groups because of population movements.

The Marchant Programme supports families throughout Queensland – in Cairns, Innisfail, Biloela, Mackay, Theodore, Rockhampton, Kingaroy, Bundaberg, Pomona, Maryborough, Toowoomba, Chinchilla, Warwick, Beaudesert, Mt Tambourine, Coolangatta and Ipswich, as well as in Brisbane. Demographic growth is concentrated in the outer suburbs of Brisbane and the Gold and Sunshine Coasts, so each year a redistribution of therapy hours aims at meeting the changes in population.

Our teams of therapists have specified principles of practice, which include family-centred practice, working in natural environments and taking a holistic view of the child and his or her family, health and educational support systems. Our families appreciate the consistent, practical and professional support the Physiotherapists, Occupational Therapists and Social Workers provide. They also value the Family Support Programme and the Recreation service.

Family Support Programme

The Family Support Programme assists the family in their journey of living with a disability, and in 2007 we welcomed the addition of a Psychologist to the programme. The team provides individual and group support for the children, as well as their parents and siblings. Over the past year we have had groups for children of like age and disability; sibling days and camps; "time out" mornings; and parent retreats and groups which are often held with the Recreation Officers. The recreation programme often collaborates in hosting group programmes.

Many children with Arthritis now attend the on-site programme at Corinda. Physiotherapist Lynne Borgert has also written a manual on supporting children with Arthritis. The manual has been partly funded through the NSO Programme.



Jodie achieved her leisure goals

OUR STAFF REMAIN OUR MOST VALUABLE RESOURCE, WITH QUALITY OF SERVICE PROVISION RELIANT ON THEIR EXPERTISE.



Lifestyle and Leisure Programme

MontroseAccess has received funding from the Day Services Programme of Disability Services Queensland to provide the Lifestyle and Leisure Programme for up to thirty young adults with physical disabilities. The programme is staffed by an Occupational Therapist, a Recreation Officer and two members of the therapy support group.

The programme aims to enable young adults with physical disabilities to identify and achieve their lifestyle and leisure goals as they establish adult roles. The service development and planning phases of the initiative have been completed and fifteen young adults are now clients with an expected influx of school leavers early in 2008. Of course, a priority is the transition from school into the adult world.

Specifically, the Lifestyle and Leisure Programme can assist clients in the areas of:

- learning new skills for independent living
- developing friendships and social networks
- independence in planning leisure time, having fun and holidays
- accessing the community for education, work and recreation
- strengthening community connections.

To achieve their individual lifestyle goals, clients have been learning to access public transport, manage their own money, and prepare their own meals. For their leisure goals, some of our clients have independently organised ballroom dancing lessons, taken golfing lessons, and met each other for coffee and a chat. The clients are also invited to organise their own short holiday, including budgeting, planning activities and making phone enquiries about accommodation. Recently, four of the clients went on their first weekend holiday.

For the individual clients, this is a short term programme designed to meet individual goals, but it is also expected that the social club will enable former clients to stay in touch for a longer period of time. The clients organise the social club, which is to be further developed with suggestions of "bring a friend" nights, barbeques and social dinners, as well as meetings at coffee shops and cinemas.

The Lifestyle and Leisure Programme is being offered to residents of the Greater Brisbane region. There are also limited places available for those who reside in the Moreton region.

Early Childhood

Disability Services Queensland's Early Childhood initiative provides recurrent funding for two new

Early Childhood programmes, providing an opportunity for a new group of families to benefit from MontroseAccess' therapy and support services. The children are aged from 0 - 8 years, and each family has the challenge of achieving productive and happy lives for their child with a disability and their siblings.

Throughout 2007, Therapy Services has developed the Early Childhood teams which have the following objectives:

- strengthen the family's capacity to support their child's growth and development
- foster participation of the family and child in their local community
- utilise the family and child's environment to promote early childhood learning
- provide specialist knowledge and information in regards to the child's disability, available services and support strategies.

The clients of the Early Childhood programmes have a physical disability, but may also have significant additional difficulties with their skills development; their ability to play and cooperate with others, and to communicate and interpret sensory information. As such, their conditions are quite complex and parents need our support.

Because the goals of the programme are family oriented, the model of service is also slightly different. The teams are staffed by Physiotherapists, Occupational Therapists, Speech Pathologists, Social Workers and a Psychologist – but the general roles are shared, in that a key worker forms a professional relationship with the family and utilises the specialist resources of the team as needed. This model of service is in response to requirements of Disability Services Queensland, but is also evidence of best practice for early intervention where the families need support to provide the child with the best start possible.

To strengthen parental support for parents of very young children with disabilities, MontroseAccess is also participating in the MyTime Programme, which uses funding from the Department of Families, Housing, Community Services and Indigenous Affairs to provide informal networking opportunities for parents, and play opportunities



Tom hit the golf course as part of the Lifestyle and Leisure Programme



MITCHELL

"I ran from it for those first couple of years. I worked a lot and just wasn't accepting of it," Natalie says. "As a mother, you take on an element of blame during the grieving process."

"But then comes the acceptance stage. Well, maybe it's not so much 'acceptance' as learning to appreciate what you've got, rather than what you haven't got."

At two and a half, Natalie's son Mitchell was diagnosed with Duchenne Muscular Dystrophy (DMD), which causes the progressive weakening of the body's muscle. Mitchell's parents had to quickly come to terms with the reality that their child had a disability, and it hasn't always been easy.

As a client of MontroseAccess for almost eleven years, Mitchell benefits from regular physiotherapy, occupational therapy, respite and social work to manage his condition. He also is also an active participant in wheelchair sports.

"I don't know how we would manage without the continued support we receive from MontroseAccess," says Natalie. "To me, it's both a gob-smacking and humbling experience to know there are still amazing people who have the empathy and dedication towards a child who is not their own."

DISABILITY SERVICES QUEENSLAND'S EARLY CHILDHOOD INITIATIVE PROVIDES RECURRENT FUNDING FOR TWO NEW EARLY CHILDHOOD PROGRAMMES, PROVIDING AN OPPORTUNITY FOR A NEW GROUP OF FAMILIES TO BENEFIT FROM MONTROSEACCESS' THERAPY AND SUPPORT SERVICES.



NADINE

Nadine was a happy, bubbly child until she suffered a stroke aged just 16 months. Virtually overnight she had limited movement on the left side of her body, and spent ten days in a coma and another six weeks in intensive care.

As soon as Nadine was removed from intensive care she began physiotherapy to assist with movement on her left side. Doctors advised her parents Dean and Petra that Nadine may never be able to walk.

The hospital in Tasmania where Nadine was receiving physiotherapy referred her to MontroseAccess – and the family has never looked back. With the support of MontroseAccess, Nadine is able to receive all the assistance and therapy she needs to remain a positive and active child.

“We are so grateful to receive services from MontroseAccess,” says Petra. “The therapists visit Nadine at her school and provide assistance with everyday problems that may arise. They are so helpful and provide Nadine and our family with a lot of support.”

Nadine receives regular physiotherapy, occupational therapy and speech pathology from MontroseAccess. “Nadine especially enjoys attending MontroseAccess’ recreation camps, as it’s the only time she can attend camps and join in with the other children,” says Dean. “There are no limitations to what she can do.”



Mitchell and Kelsey enjoy a Day in Wonderland

for children. MontroseAccess has two such groups – at Corinda and the Gold Coast – and in 2008 will launch a third group at Strathpine.

The Strathpine office is home to the Early Childhood North team. This team visits children in the northern suburbs of Brisbane and in designated high need outreach areas – currently Maryborough/Hervey Bay and Innisfail/Atherton Tablelands. Early Childhood South is based at Corinda and visits children in the southern suburbs of Brisbane, the Gold Coast and in Dalby.

The teams have worked very hard to perform programme development tasks and to welcome many families. The combined teams have a capacity of more than 100 families, so this new service represents a huge additional resource for families.

The Early Childhood teams have designated hours to create educational resources for families through the Education and Programmes Unit. The creation of the unit is in line with the goal of MontroseAccess to develop research partnerships with universities and to promote independent research and pursuit of knowledge which will improve the professional support we are able to offer to all of our clients.

Recreation Programme

The popular Recreation Programme is available to clients of the Marchant Programme and is an opportunity for parents to have a break while the children have fun with their friends. In the past

year, the following developments have occurred in the Recreation department:

- the establishment of local recreation services for our children living on the Gold and Sunshine Coasts
- the development of Girls Group which is jointly coordinated with the Social Workers and Psychologist
- expansion of the Boys Group concept
- collaboration with a researcher at the Gold Coast Girls Group
- the introduction of recreation into adult services: the Lifestyle and Leisure Programme
- growth and expansion of the camp programme for the 10 - 14 age group.

The Recreation department successfully recommended MontroseAccess for the Recreation Training Queensland Award for Fostering Training and Professional Development through the 2007 Queensland Outdoor Recreation Federation (QORF) Awards.

The Recreation officers work in collaboration with the therapists, and particularly with the Family Support Programme for all activities, groups and camps. The Recreation department also works in partnership with other organisations within the sector, including Teenage Adventure Camps – a Queensland group which runs camps for young people.

The Recreation department’s established programmes continue to be enthusiastically supported – both on an individual and group basis. Groups include the hugely successful Boys Group, the Girls Group, the Bayside Kids Group, the Teen Social Club and the holiday activities. With local



Frankie and Ely

THE RECREATION DEPARTMENT’S ESTABLISHED PROGRAMMES CONTINUE TO BE ENTHUSIASTICALLY SUPPORTED – BOTH ON AN INDIVIDUAL AND GROUP BASIS.

Recreation Officers, it is now possible to replicate these groups in the coast regions.

The camp programme has always been very successful and all three camps were held this year: 15 -18 years theme camp, 10 - 14 years adventure camp, and schoolies/graduation camp. For the past few years, the 10 - 14 years camp has been over subscribed and several children have missed out. In 2008, with the support of funding from the ANZ Bank, the Recreation department will be able to change the format of this camp so that more children will be able to attend.

The extension of recreation services into the adult area is positive and exciting. The adult Recreation officer is an integral part of the Lifestyle and Leisure Programme and works in a complementary manner with the Occupational Therapist.

MontroseAccess is one of the few non-government organisations to support a Recreation department, which is evidence of our commitment to the principles of family-centred practice, and holistic support for the child and their siblings.

Helene Frayne
Manager of Therapy Services



MontroseAccess volunteers provide invaluable assistance

MARKETING AND EVENTS

Marketing Overview

- Channel 7 becomes biggest supporter
- Inaugural Race Day at Doomben a success
- Beneficiary of Windsor Recruitment's Charity Golf Day
- MontroseAccess Corporate Golf Challenge bigger than ever
- Bribie Islands Bowls continues to grow
- Lauren Jordan gives all
- Yellow Cabs cruise for MontroseAccess
- New website a hit
- Clubs Smile for a Child smiles for the fourth year
- Myer Indooroopilly staff bring it together
- Westfield Strathpine open their doors and hearts at Christmas
- Fashion parade fundraiser

Marketing at MontroseAccess has been busier than ever with several partnership events occurring throughout the year, together with a couple of new events of our own. The greatest partnership of all, however, is the development of a solid relationship with our media partner, Channel 7. Their support is immense, and includes the production and screening of our Community Service Announcement and provision of wonderful personalities – Sharyn Ghidella, Pat Welsh and Ben Davis – to assist with our events and community messages.

Our inaugural Race Day, held at Doomben in July, also introduced MontroseAccess to several new sponsors, creating a winning partnership with many local businesses. A special thanks to Ownit Homes



for taking the winning punt to be the major sponsor of this event. The race day, combined with our Corporate Golf Challenge, provided over \$60,000 of additional income in support of our work for Queensland's young people with disabilities.

A charity golf day was conducted by our great supporters Windsor Recruitment, who chose MontroseAccess as one of only two beneficiaries of their special day. This day proved a great success for Windsor Recruitment's first charity golf event and we look forward to an ongoing partnership with such a generous company.

Continuing with the golf theme, MontroseAccess' own Corporate Golf Challenge took place in October at the beautiful Indooroopilly Golf Club, and raised over \$18,000 for essential services. Participants enjoyed a training clinic with golf legend Charlie Earp, and dinner hosted by Seven Sport personality Pat Welsh. A big thank you to Platinum Sponsor of the day, Genesys Wealth Advisers, and the Indooroopilly Golf Club and Pro Shop for making the day such a success.

The monster raffle and charity bowls day, organised by Paul Rigby and the Bribie Island Bowls Club, again was a great success with two full lawns of enthusiastic players and a club full of happy raffle winners. This event proved a great success, raising, yet again, over \$10,000 for MontroseAccess.

Community spirit was shining when Ms Lauren Jordan made a telephone call and decided to hold an art exhibition to raise funds for our services to young children in Queensland. Lauren held her art auction and exhibition at Verve Café in Brisbane

FUNDRAISING IS ONE PART OF THE MARKETING DEPARTMENT'S ACTIVITIES THROUGHOUT THE YEAR AND WE ARE VERY GRATEFUL TO SPONSORS, DONORS, SUPPORTERS AND GRANT MAKERS FOR HAVING THE CONFIDENCE AND VISION TO SUPPORT US FINANCIALLY AND IN-KIND.



The Corporate Golf Challenge raised over \$18,000

and raised \$13,000 – all of which she donated to MontroseAccess. Lauren's passion for art and for fundraising is immense and we are most pleasantly surprised and appreciative to her for donating 100% of the proceeds from the sale of her work.

Fundraising is one part of the Marketing Department's activities throughout the year and we are very grateful to sponsors, donors, supporters and grant makers for having the confidence and vision to support us financially and in-kind. MontroseAccess also received support from Yellow Cab Co in Brisbane where they have put bumper stickers on their fleet to assist in moving the message that we provide "Disability Care for Kids". The stickers were produced for staff, clients and supporters to display on their cars, chairs, books and equipment and form part of an awareness raising campaign. Further public signage will follow in 2008 – our diamond anniversary year.



Dressed for success at the Spring Fashion Show

A fresh new website was also launched during 2007 (www.montroseaccess.org.au). The site is much more friendly and vibrant – attracting hits from all over the world. The site not only talks about the services of MontroseAccess, but also provides information regarding some of the conditions of our clients and useful manuals for carers to access. This bright new look followed on from the launch of a new-look newsletter, MAQ – part of an ongoing review of the organisation’s public image.

The Clubs Smile for a Child fundraising Programme again rewarded MontroseAccess as a state-wide children’s charity to support. This year, our young ambassador Jordon assisted in launching the public campaign through attending events and being one of the children’s faces on publicity materials and TV advertising. We look forward to the presentation ceremony in 2008 and know that this programme is one which is vital in raising awareness and community support of children’s conditions throughout Queensland.

The retail sector has also shown incredible spirit this year. Staff at Myer Indooroopilly, led by Mrs Maria Horrigan, raise much needed funds in support of two to three clients’ therapy each year through the programme run by the Myer Community Fund. The staff nominate the charity they wish to support throughout the year and for this store, MontroseAccess has been the beneficiary for four years!

In great support of our new northside office, Westfield Strathpine hosted “A Day in Wonderland” for 22 lucky clients and their families. The day was filled with Christmas cheer, including

THE SITE NOT ONLY TALKS ABOUT THE SERVICES OF MONTROSEACCESS, BUT ALSO PROVIDES INFORMATION REGARDING SOME OF THE CONDITIONS OF OUR CLIENTS AND USEFUL MANUALS FOR CARERS TO ACCESS.



Mikaela meets the Fairy Dust Fairy at Westfield Strathpine

activities, singing and shopping with the generous gift vouchers supplied by the shopping centre.

Several fashion outlets at Redbank Plains also supported the Spring Fashion Show held at Corinda. With beautiful volunteer models and an announcer, a fashion parade and afternoon tea was hosted by client parents Anne and Annette and their families. It was a great afternoon, with a raffle and lucky door prizes, and it raised over \$1,000.

Many other activities occurred throughout the year that inspired the community to support the services and clients of MontroseAccess. We are thankful to all who have supported us – whether it be through valuable volunteering, fundraising, donations, sponsorship or grants – we cannot provide our services without you.

Martha Saw
Marketing Manager

CONTACT MONTROSEACCESS

Head office

MontroseAccess Corinda
54 Consort Street
CORINDA Qld 4075

PO Box 50
CORINDA Qld 4075

Phone: 07 3379 9200
Fax: 07 3717 1146

Email: information@montroseaccess.org.au
Website: www.montroseaccess.org.au

Other locations

MontroseAccess Strathpine
2/3 Jockers Street
STRATHPINE Qld 4500

PO Box 2011
STRATHPINE Qld 4500

Phone: 07 3881 7900
Fax: 07 3889 8979

MontroseAccess Gold Coast

Corner Allied Drive & Byth Street
ARUNDEL Qld 4214

PO Box 761
LABRADOR Qld 4215

Phone: 07 5509 9300
Fax: 07 5571 5869

MontroseAccess Sunshine Coast

Corner Jessica Boulevard & Nicklin Way
MINYAMA Qld 4575

PO Box 616
BUDDINA Qld 4575

Phone: 07 5457 9300
Fax: 07 5444 7730



GEORGIA

Little Georgia was only three months old when she first underwent surgery in an attempt to improve her mobility.

Diagnosed with the rare condition of Arthrogyrosis, Georgia was born with multiple joint contractures which resulted in a limitation of her movement. Her muscle weakness, which often accompanies this condition, even further limits Georgia’s mobility – simple movements and actions which come naturally for most babies and toddlers just aren’t possible for Georgia. In her short life, she has had multiple extremely painful operations.

Luckily, she is not alone. For over four years, Georgia and her mother Madonna have been receiving services from MontroseAccess.

“It can be really hard raising a child with a physical disability, with the constant appointments and medical bills, as well as the emotional strain it places on you,” explains Madonna. “MontroseAccess is there through it all as a constant support for both me and Georgia.”

Georgia receives physiotherapy, occupational therapy, speech pathology, social work and orthotic services from MontroseAccess to help her reach her maximum potential.

“Through MontroseAccess, not only has Georgia’s mobility improved, but I can also see a huge change in her confidence. She is now a bright and bubbly little girl who loves to dress up and dreams of dancing.”



OUR CORPORATE SPONSORS, SUPPORTERS AND DONORS

MontroseAccess wishes to extend its sincerest thanks to all of our 2007 corporate sponsors, supporters and donors.

ABee Promotional Concepts Pty Ltd
 Andrew McMaster & Associates
 ANZ Staff Foundation
 Associated Buyers Pty Ltd
 Australian Agricultural Chemicals
 BDO Kendalls
 Bribie Island Bowls Club
 CABF Consultants Pty Ltd
 C H Boden Memorial Trust
 Clubs Queensland 'Clubs Smile for a Child'
 Commonwealth Bank Staff Community Fund
 The Courier-Mail Children's Fund
 Credit Union Australia
 Department of Communities
 Department of Education
 Department of Natural Resources and Water
 Department of Public Works
 Disability Services Queensland
 Doris Louise Waraker Charitable Trust
 Gambling Community Benefit Fund
 Genesys Wealth Advisors
 Harvey Norman
 Hopgood Ganim Lawyers
 Hutchinson Builders
 JJ Richards & Sons Pty Ltd
 Lago Coldstores and Distribution
 Lane Moses Pty Ltd

Matthew Roy Charitable Trust
 Meridien Retirement Living
 MRL Unit Trust No. 2
 Myer Community Benefit Fund
 Network Outdoor
 Ownit Homes Pty Ltd
 Perpetual Trustees Australia Ltd
 PKF Chartered Accountants
 Ray White Real Estate
 Reuben Peleman Benevolent Fund
 Richard Harper Ferris Charitable Trust
 Mr Paul Rigby
 Rotary International
 Runaway Bay Sports Super Centre
 Saddlery Trading Company
 Seven Network Limited
 Seven Sport
 Mr and Mrs Kevin and Kay Seymour
 Myrtle May Smith (Estate)
 St Aidan's Anglican Girls' School
 Tattersall's Bowls Club
 Teenage Adventure Camps (TAC-Q)
 The CM and JA Whitehouse Foundation
 Trust Company Ltd
 United Way Queensland
 Windsor Recruitment



I want to help children and young adults with physical disabilities by making a donation to MontroseAccess

\$200 \$100 \$50 \$20 Other \$

Mr / Mrs / Ms / Miss First Name: Surname:

Address:Postcode:.....

Phone (Home)(Mobile) Email:

Please debit my credit card: Visa Mastercard Bankcard

\$10 minimum charge to credit cards please. _____

Name on card: Signature: Expiry date:

Did you know that any donation over \$2 to MontroseAccess is a deduction in your Tax Return? We need your details so that we can send you a receipt for claiming purposes.

Please tick if you do not wish to receive information from MontroseAccess in the future.

MontroseAccess — PO Box 50, Corinda, QLD, 4075
Phone 07 3379 9200 or 1800 193 362 ABN 59 009 661 705





Montrose Access

The Queensland Society for Crippled Children – established 1933

ABN 59 009 661 705

P.O. Box 50, CORINDA QLD 4075, Australia

PH: 07 3379 9200

www.montroseaccess.org.au