2026 Northcott Annual Report Chair and CEO video message

Timecode	Visual description	Audio
0:00:00 - 00:10:09	Two women are seen walking into a building. One has brown shoulder length hair and is wearing a blue skirt and jacket. The other has short, curly red hair and is wearing a black shirt tucked into pink and blue polka dot pants. They are talking together and looking towards a wall with photos. Next, we see them in a bright room, looking at old, archive photos. We can see they are talking to each other, but we can't hear them. The photos are stuck onto large cardboard. Most appear to be faded, black and white. There are titles we can't read above the photos.	Background upbeat music, no lyrics.
00:10:09 - 00:29:10	The two women are now in a different room, with light brown, large doors closed behind them. They are standing behind a table with photos on it and looking at the camera, smiling. A title comes up on the left saying "Kirsten Armstrong, Chair". It is in white font on a blue background. A title comes up on the right saying "Liz Forsyth, CEO". It is also in white font on a blue background.	**Liz:** For almost 100 years, Northcott has supported children, young people and families. **Kirsten:** And this year, we took important steps to build on that history. **Liz:** By strengthening the way we support children, young people and families, we're helping to create better outcomes for future generations.

	The footage cuts to Liz's fingers pointing to some of the archived photos. The camera does close-ups on black and white photos, showing children in wheelchairs and other scenes.	Music continues
00:29:10 - 00:32:20	A title comes up over the entire screen. It is the cover image used on the Northcott Annual Report 2026, showing a young girl doing a star jump on a trampoline. She is wearing a blue dress and blue tights and has red hair. She is smiling. We see the words: "Northcott Annual Report 2026 Chair and CEO message". On the bottom right, in a white blob, we see the Northcott logo and tagline, "Let's see what you can do."	Music continues
00:32:20 -	Title page fades to show Northcott's History Wall with historical photos and information. We see Kirsten and Liz walking past the wall, looking at it, talking and pointing. The camera pans to show a wide view of the wall, then close-ups of the photos and information, while Liz's voice-over begins. Footage changes to a young woman at a coffee machine making coffee and showing us cupcakes. It shows customers in a commercial kitchen, with a staff member looking over	Voice over starts. **Liz:** Since 1929, Northcott has evolved in response to the changing needs of children, families, people with disability and communities. Faced with new challenges and new opportunities, 2025-26 required us to adapt once again.

	them while they do cooking preparation. Next we see Kirsten and Liz walking through the office talking together. They are climbing stairs, walking through corridors and entering a room where items are displayed on a large table. They are shown looking over the items, pointing and talking.	
1:05:14 - 1:44:24	The footage of Liz and Kirsten looking at the historical photos is interspersed with recent footage and photos of current Northcott customers participating in activities and learning. Scenes include bushwalking with a guide, being pushed in a wheelchair at an event with bubbles, customers listening to a staff member in a room setting, a staff member using a therapy toy with a young boy, a teenage customer throwing a basketball into a ring with a staff member looking on, customers working in a commercial kitchen and customers participating in the Sydney Gay and Lesbian Mardi Gras Parade. We also see photos of young children, playing on toys, playing board games, reading, doing therapy along with older customers BBQ'ing together, working together and looking happy. An image of Northcott's Strategic Direction document is shown on screen. We can see the vision and the key pillars Do	**Kirsten:** The sectors we work in continued to experience change and reform. In response, we strengthened Northcott through improved systems, strategies and ways of working. This has helped to improve service delivery and enable our staff to create greater impact for the people and communities they support. **Liz:** Throughout FY2026, Northcott's customers built skills, strengthened friendships, pursued their goals and increased their independence. **Kirsten:** Guided by our Strategic Plan, our teams created more opportunities for people to connect, contribute and participate in their communities.

	More, Be More and Reach More, each with actions listened below.	
1:45:00 – 1:54:03	A blue screen comes up with the words in white font: "Our vision: To be an inclusive organisation, growing support and connection where everyone thrives."	**Liz:** These outcomes reflect our vision to be an inclusive organisation, growing support and connection where everyone thrives.
1:54:03 – 02:36:23	A dark blue title screen comes up with the words "Our operating environment and financial performance" over a red blob. This fades into drone footage of Northcott's building in North Parramatta. We can see solar panels on the roof, the sign saying Northcott and tall buildings and the stadium in the City of Parramatta. The drone footage cuts to footage and photos of customers doing activities similar to earlier scenes in the video. This includes bushwalking, working in the kitchen and other scenes showing therapy.	**Kirsten:** Australia's disability sector continued to face uncertainty, disruption and ongoing reform. This has been challenging for Northcott. However, through deliberate actions, we made considerable financial progress, reducing our deficit and returning our operations to a positive cash position. **Liz:** While this is encouraging, Northcott is still impacted by a NDIS pricing model that does not cover the full cost of delivering quality services. We are continuing to advocate for a fairer and more sustainable system for both participants

		and providers, while maintaining a strong focus on Northcott's long-term financial sustainability.
02:36:27 -	A light teal title page comes up with the words, “Children, young people and families” over a red blob. This fades to photos and footage of child customers in scenes from therapy sessions, playgroups and our Athletics Carnival. All customers and staff look happy.	**Kirsten:** An important focus of 2025-26 has been growing our services and impact for children, young people and families. **Liz:** Building on the long-term success and experience of our NDIS Early Childhood team, we have been exploring new opportunities for Northcott, particularly in early childhood support and family services. **Kirsten:** We have also been involved in government submissions, industry discussions and sector initiatives focused on improving services and support for children, young people, families and people with disability. Reflecting our commitment to amplifying the voices of people with disability, we have worked to ensure their experiences remain central to future policy and service design.

3:25:31 -	A pale yellow title page comes up with the words, “Northcott’s Reconciliation journey” over a red blob. This fades to show footage and photos of First Nations-related activities and events including a launch event for the Stretch RAP where people are holding the document and flicking through pages. We also see Aboriginal flags, designs, staff and customers in this section. It finishes with a picture of Northcott’s Aboriginal Artwork on screen.	**Liz:** In September 2025, we launched Northcott’s third Stretch Reconciliation Action Plan. This sets out how Northcott will continue to strengthen relationships with First Nations staff, children, families, communities and organisations to ensure equal access to services and opportunities for First Nations peoples. The new RAP focuses on embedding reconciliation into the way we work across Northcott. Throughout the year, good progress was made on actions. This included building stronger engagement with First Nations communities and working more closely with trusted organisations.
4:04:35 – 04:10:55	A pale pink title page, with the words “Thank you” in a red blob comes up. This fades to show Northcott’s Honour Board which lists our supporter community for FY2025-26 including Members, donors, partners, grant funding bodies and the Northcott Board.	**Kirsten:** Finally, we would like to thank the Northcott Board, our partners and our supporters. Your contributions make our work possible.

04:10:55 –	We see shots of groups of Northcott staff members, looking happy. We return to the footage of the History Wall that was seen at the start of the video, focused on the words “the story of Northcott”. It pans across the wall, before changing to footage of a teenager/young person in a therapy session with a staff member. They are showing thumbs up and celebrating with a High-Five. The footage cuts between different customers of different ages, all looking happy. It finishes on a shot of the young girl with the red hair from the Annual Report cover, lying down on the trampoline resting her chin on her hands and looking down the camera, with a big smile on her face.	**Liz:** And to our dedicated staff, thank you. Every day, you demonstrate commitment to our customers and to our vision of a more inclusive society. You are making a meaningful difference in the lives of the people and families we support. **Kirsten:** As we draw closer to our centenary, we can all be proud of what has been achieved. **Liz:** And excited for what comes next. The past year required Northcott to adapt in response to sector challenges and the changing needs of our customers. While there is still uncertainty, there are new opportunities ahead. **Kirsten:** With more service improvements and continued strengthening of our operations,

		Northcott is ready to make an even greater impact on the people and communities we support. **Liz** Thank you for supporting our vision to be an inclusive organisation, growing support and connection where everyone thrives.
5:03:00 – 5:11:00	The final image fades into the Northcott logo and tagline, “Let’s see what you can do.”	Music fades out.

[ENDS]