



VALMAR

Linking Community



Annual Report 2015



About Valmar

Overview and History

For 49 years Valmar Support Services Limited and its predecessor organisations have provided services for people with disabilities from the Tumut district. From small voluntary beginnings aided by a supportive community, Valmar has grown to become a leading provider of services to people with disabilities in the A.C.T., Riverina/Southwest Slopes and Southern Tablelands areas of New South Wales. In addition to providing services for people with disabilities, for over a decade we have also provided community based support services for the frail aged and more recently have become a provider of Community Transport services in a large areas of Southern NSW.

Valmar is a not-for-profit company, limited by guarantee, is an income tax exempt charitable entity and is endorsed as a deductible gift recipient. Valmar's operations are overseen by a voluntary Board of Directors which brings a wide range of relevant business, community and demographic knowledge to bear in the corporate governance of the organisation.

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Our Aims

Mission

The formal aims in our Constitution are....

To provide quality support services to people with disabilities, the frail aged and other disadvantaged members of the community as the Directors may identify, to enable them to participate and integrate in the community, and through these processes be acknowledged as valued community members.

To operate in compliance with the NSW and Commonwealth Disability Services Acts, the Commonwealth Home Care Standards and the Valmar Support Services Ltd. Constitution.

However, in later years our Mission has been shortened to two words...

“LINKING COMMUNITY”

Vision

Valmar will enhance the lives of each person we support through a process of:

ASKING
...what they want

HEARING
...what they say

ACTING
...on this

Funding

Valmar's operations are part funded by income generated from the services provided, and part funded through a number of Government programs. Valmar gratefully acknowledges the support provided by the NSW Government of Family & Community Services through their Disability Services and Community Support programs and Transport for

NSW through their Community Transport Program, the Australian Government Department of Social Services through their Disability Employment Support Program, National Respite for Carers and HACC Programs, and the National Disability Insurance Scheme (NDIS) .

Board of Directors 2015



ROY HUMPHRIES
Chairman



DENISE MCGUIRE
Secretary



NARELLE GILHOLME



MARGARET LANGRIDGE



NATALIE RANDALL



MICHAEL STEWART



JOY CARTER

Organisational Structure 2015

BOARD OF DIRECTORS



HUGH PACKARD
Chief Executive Officer



KATHY ROSETTA
Chief Financial Officer



MARK HOGAN
Manager Human Resources



RASIKA AMBEPITIYAGE
Manager Information Technology



SONIA GOGALA
Manager Client Systems



JOY WHITTON
Manager Accommodation Southern



JOHN STANFIELD
Manager Australian Disability Enterprises



PAM VINCENT
Manager Client Liaison



CRAIG VAN RIJSWIJK
Manager Training and Employment Access



LISA WHITTAKER
Manager Accommodation Western



MELISSA CLEAR
Manager HACC Services



BETTY BANKS
Manager Day Programs

Linking
Community

President & CEO Report

It is pleasing to be able to report that the 2014-2015 Financial Year saw Valmar yet again perform strongly, both in terms of positive outcomes for those people we support and in terms of the financial and operational health of the organisation as a whole.

Working

This year Valmar was able to directly support and employ over 60 adults with disabilities in a variety of interesting and productive small businesses or Australian Disability Enterprises (ADEs). Our ADEs provide work in:

- Commercial Grounds Care
- Recycling
- General Contracting
- Timber Processing
- Commercial Meal Preparation

Employees use their employment with Valmar to develop their skills and career paths, engage with the broader community and earn wages.

Operating businesses is never easy, but 2014-2015 proved to be our most successful year for some time in this area of our operations. This can be put down to finally seeing the results of a protracted period of restructuring the workplaces, finding new markets and investing in technology.

Uncertainty around wage determination still haunts ADE's Australia-wide, however due to decisions taken some years back Valmar remained insulated from this issue again in 2014-2015. It may well yet become a significant issue in 2015-2016 or beyond, but in comparison to our peers we are well placed to meet this challenge.

Living

With the announcement of the impending roll-out of the NDIS in NSW, the NSW Government essentially stopped the allocation of any new funded accommodation places, despite significant unmet demand. Consequentially there was only modest growth in this side of Valmar's operations this year. Yass saw the greatest growth with the commencement of support for a self-funded resident enabling a new position to be created, but elsewhere numbers remained stable.

Valmar's Independent Living Drop-In Support Programs in Queanbeyan, Goulburn, Yass and Tumut ran at full capacity. It would not be too strong to claim that the type of ILDIS Program we have been running for

years is now looked upon as the preferred "innovative" accommodation type of the future under the NDIS.

Our Group Houses continue to be a much sought after accommodation option for many people with disabilities and their families. Despite the NDIS enabling alternative accommodation options, for many years hence, the Group House will remain the cornerstone of supported accommodation.

As the financial year ended however, Valmar had commenced negotiations with a small number of parents/Guardians in the ACT around the possibility of Valmar taking on the responsibility for operating these Canberra based group houses once the ACT Government moves them to the NDIS.

Learning

Valmar's Career Development Initiatives Service (CDI) again achieved excellent results for those participants reaching the end of their two years Transition to Work Programs and continued to build the skills of those still within the service. CDI operates in Tumut, Yass and Queanbeyan and pleasingly, despite operating in a competitive market with genuine Consumer choices, we continue to have strong new enrolments.

Once again Valmar's commitment to supporting learning saw many employees, both with and without disabilities upgrading their skills and competencies this year, and many as existing worker trainees and one as a School Based Trainee.

Linking

Our Respite Options services in Tumut and Yass continue to have high demand and as with the ILDIS programs, these services provide a "window to the future" of Person Centred, Individualised and even self-managed support programs. There is no doubt the complexity of operating these individually tailored programs is greater than those of the more traditional asset based programs. It is pleasing to see the early NDIS Plans we are working with include significant elements of "respite" even if by other names.

Valmar's Centre Based Day Programs and Community Access Services for younger people with disabilities continued to be popular, well attended and innovative. This year Valmar also commenced their first ever programs of this type for frail aged clients, in Boorowa, Lockhart, Griffith and Gundagai.

Valmar's Community Transport expanded again this year with new funding for Berrigan, Jerilderie, Urana, Gundagai and Captains Flat. Combined with re-auspiced



ROY HUMPHRIES
Chairman



HUGH PACKARD
Chief Executive Officer

funding from Lockhart and Gundagai and our existing transport services, Valmar now is certainly one of the larger Community Transport providers in NSW. This is a good thing as Transport for NSW is seeking to rationalise the large number of small CT services it administers.

In 2014 Valmar commenced providing aged services in Griffith and aged and disabled services in Boorowa.

The Meals on Wheels Commercial Kitchen has operated successfully all year providing locally cooked, high-quality meals whilst at the same time providing employment for 10 adults with disabilities.

Late in the financial year Valmar entered an agreement with The Gundagai Neighbourhood centre Inc to novate their HACCC services on the 1st April 2015.

Managing

The back-office systems required by Valmar to enable us to operate efficiently and effectively continue to be developed. Our Quality, Management, WH&S, HR, IT and Payroll Systems are all in place and constantly being reviewed and fine-tuned, trying to keep us in step with best practice, risk management, community expectations, staff skills and cost.

Throughout this financial year Valmar continued to

work with a highly regarded Microsoft Partner company to customise an electronic Client Management System for us which had been identified as the last outstanding back-office system needed to meet the emerging demands of the impending NDIS and Aged Care reforms. Our Manager – Client Systems has overseen this process and the new program LINKS-U will be rolled out in early 2016.

The NDIS, or National Disability Insurance Scheme, will be a once-a-generation change for our sector, with many opportunities and just as many challenges. One opportunity that has already presented itself, is the imminent roll-out of the scheme in the Canberra and the ACT. With staff and administrative locations in Yass and Queanbeyan, Valmar was well placed to become a registered NDIS provider in the ACT and by the end of the 2014-2015 Financial Year Valmar had a small office in Canberra, a number of ACT NDIS clients and was in the early stages of preparing to transition a number of DACT Group houses when they became NDIS approved.

In conclusion, thanks as always to all staff, volunteers, board members and community members whose support enables Valmar to succeed. Their dedication, loyalty, commitment and unwavering client focus provides the basis for Valmar's continued success.



Financial

Towards the rear of this report there is a detailed audited Balance Sheet and Income and Expenditure Statement for Valmar as a whole which gives a clear and true representation of Valmar's financial performance for the 2014-2015 period.

As the audit shows, Valmar is reporting an operating surplus, as we have in nineteen of our twenty two years of operations as Valmar. Although not all individual services reported a surplus or break even result, those that reported deficits are not operating outside reasonable and responsible budgetary limits.

I would like to acknowledge the input and efforts of all the Finance Team. Their commitment to Valmar, together with the support of our Board, has helped ensure timely and accurate reporting and general financial management.

KATHY ROSETTA
Chief Financial Officer



Human Resources

The Human Resources (HR) Department is responsible for administering and implementing a wide variety of human resource functions and services to other departments and services within Valmar, including policy and procedures, recruitment and retention, staff training and development, employee and industrial relations, Workplace Health and Safety and injury management.

The HR Department supports the Chief Executive Officer in managing and responding to complex personnel, industrial and legal issues.

The HR Team has prepared for the implementation of the National Disability Insurance Scheme and what this will mean for Valmar's staff and our human resources programs and processes.

The recruitment of a new HR Manager to replace Linda Walsh was completed in September 2014 with the employment of Mark Hogan. During the transition between HR managers, Valmar was assisted by Marlissa Van Heerwaarden who served as Acting HR Manager for a few months.

Valmar had 285 staff employed across all Departments and locations at the last pay period to 30 June 2015, which was a per capita increase of 30 employees.

During the year HR embarked on an ambitious plan to reshape its service provision model, to partner with the managers and coordinators of other departments and services, in the provision and delivery of tailored human resources services, support and advice in response to issues that have a human resources dimension. A key element of this approach is the development and deepening of the human resources skills of managers and coordinators.

Staff Training

Valmar's Human Resources Coordinator, Gaye Duncan, coordinated Valmar's training calendar and traineeship program again this financial year. A feature of Valmar's traineeship program is the attention given to maintaining relationships with external providers and the trainees.

New entrant and existing worker traineeships funding changes created the need to find alternative programs to support employee professional development. Our traineeship numbers reduced from 18 last financial year to 10 in this financial year. A new School Based Trainee commenced with YCAS in Yass.

State Training is not able to continue offering services as a New Apprenticeship Centre. Valmar's new contract

manager this year is Sarina Russo Apprenticeships.

External training has provided staff with the opportunity to increase their knowledge and skills regarding their job and duties, which make them better able to provide quality services to our clients.

Valmar has offered high quality training programs presented by subject matter experts across a range of topics to our staff, particularly in behaviour management, dealing with harassment and bullying, senior first aid and basic first aid for clients. WorkCover delivered training to Managers and Coordinators on bullying and harassment.

Valmar's internal training programs included fire safety, manual handling and HR's new compulsory induction and policy workshop for new staff, which has been very effective as a new on-boarding program for all new employees. This new induction training also provided an opportunity for HR staff to meet new employees.

The HR team was pleased to have Lisa Whittaker and Amanda Waters available as qualified trainers to deliver in-house training in non-violent crisis intervention.

Staff were offered the opportunity to complete advanced behaviour support, a module from the Certificate IV Disability.

Valmar engaged Access EAP as its new Employee Assistance Program provider this year.

Audits

Internal audits were completed for all services during the year as part of Valmar's internal audit schedule.

BSI conducted the recertification review of Business Services. The audit outcome was favourable.

External audits by the Food Authority were also completed.

Workplace Health and Safety (WHS)

Since August 2014, all WHS incidents reported to Human Resources were entered into our WIN HR data management system for the purpose of recording incidents to enable them to be analysed for use in incident prevention and the identification of WHS trends and safer work practices.

The Win HR system provides a variety of WHS reports to guide HR decision making and the development of training to improve WHS practices within the organisation. For example, the types of reports



available to HR include Near-Miss, Vehicle, Property Damage, First Aid Injury, Lost Time Injury, Behaviour, and Report Only Event Types.

Valmar's Safety Officers, Michelle Erbacher, Steve Magan and Lyn Walker conducted regular WHS site inspections. Steve Magan also conducted regular WHS training including Manual Handling and Fire Safety. A new training program for Identifying Risks and Hazards was a major influence in the completion of more relevant incident reports by employees, which enabled a greater depth in our WHS data collation.

Workplace Injuries

Valmar continues to have below average reports of injury in comparison to the sector. In the 2014/2015 financial year, Valmar recorded 23 reported injuries of which 10 involved lost time from work.

The service breakdown of the injuries this financial year were:

- Accommodation Services:
2 injury reports (including 1 Lost Time Injury)

- HACC Services:
2 injury reports (including 1 Lost Time Injury)
- Day Programs:
7 injury reports (including 5 Lost Time Injury)
- ADEs:
12 injury reports (including 3 Lost Time Injury)

Valmar participated once again in the NDS WHS Benchmarking project. This project provides valuable information to a participating organisation about its WHS performance in comparison to the sector as a whole. The feedback received this financial year from the Benchmarking Project indicated that Valmar remained well below the industry average for workplace injuries and lost time from injuries.

MARK HOGAN

Manager Human Resources



Valmar Australian Disability Enterprise Services

In 2015, there were many great outcomes achieved at Valmar Business Services (VBS). In June 2015, VBS underwent a full third party Quality Assurance recertification audit. This was conducted by BSI, and we were certified with an excellent result, for another three years.

There have been number of new line of incomes for VBS, the first being the opening of a second hand goods shop at the Waste and recycling Centre at Gilmore. This now sees the Pinecom recycling disability employees not only sorting curbside recycle products, but also detailing the donated goods, ready for sale in the second hand goods shop.

Pinecom timber has also included another two lines of income into its timber sales. They are: sale of pine off cuts as firewood in 20kg bags and wood shavings in a 20kg bag.

The firewood bags sell very quickly, so the first task every morning in the cold seasons, disability employees are bagging up and stitching together bags of firewood for the day's sales ahead. A number of local businesses such as Mitre10 and AG stock are also selling our firewood in the bags.

Snowy Mountains Catering is now supplying regular frozen meals to other Meals on wheels services, they are: Griffith and Lockhart. Our staff and disability employees are kept very busy with these extra orders rounding out to one hundred forty meals a day. Extra hours are now being offered to disability employees.

Taskwrights Tumut is now very much a small operation arm of Pinecom timber. This allows Disability employees to work in two work settings, in timber factory and outdoors. There are five employees who regularly rotate between timber and grounds care work.

In closing, I would like thank my staff for their dedication and professionalism they show at work each day. There are many times that task deadlines need to be met across all of Valmar business services. These are the times where the staff coordinate well, and show their ability and professionalism.

My biggest thank you is to the Disability employees at Valmar business services. Without their dedication and their "can do" approach, many jobs would fall short of being delivered on time.

Their regular input at toolbox meetings and the ability to identifying work place safety hazards has seen a number of new safety measure implemented at their work site.

JOHN STANFIELD
Manager Business Services



Information Technology

The key focus of this year's IT strategy was about the best way of catering the faster growing business needs. After careful consideration, Valmar has decided to move towards a mix of public and private cloud which will allow unlimited growth opportunities with minimal capital expenditure. Thanks to Microsoft with their non for profit offering of Microsoft Office 365, Valmar completely migrated their email infrastructure to Microsoft Office 365 cloud. This has certainly taken the burden off from the hefty price tag attached to the bandwidths of being a regional. Moving the email infrastructure to Microsoft Office 365 cloud eliminated the bandwidth cost otherwise would have been incurred at the datacentre hosted in Tumut.

With O365 migration, Links-U has also been changed the roadmap of being hosted in-house to completely run on Microsoft Dynamics online platform. Email capacities have been increased to 50GB per user which made everybody happy. No more deleting of emails to make space for new emails. Cost of having separate anti-spam/antivirus infrastructure for email filtering has been diminished. Complete end to end migration to Office 365 has

been handled in-house & without any support from a third party vendor which is a major achievement in Valmar IT Department.

Valmar will invest more on the maximum utilization of Office 365 suite and migrate the other suitable workloads to O365 with in next year.

I would like to acknowledge the support of the Board and senior management who always have embraced new technology, geared for improvement and all the internal clients being terrific user group.

RASIKA AMBEPITYAGE
Manager Information Technology



HACC Services

Aged and Community Transport Services

Another year has passed and we have seen the aged care sector of Valmar forge through further growth and change. This year we welcomed and were fortunate to gain the reaspice of Lockhart & District Community Services, Griffith Centrebased Aged Respite, Boorowa Aged Respite, Gundagai HACC services and the Queanbeyan to Captains Flat Public Bus Run. The result of achieving the above proved that the large amount of work involved with the structure of our team and our high standard of service compliance successfully allowed the seamless transition of the above services.

Again thanks to a lot of hard work congratulations to all of our team for successfully continuing to meet all of the Home Care Standards. Through continuing our high level of compliance and staffing we have created new working partnerships with several other aged care providers to provide brokered support within our communities. As clients/carers needs increase the transition to community packaged care is required for the additional services to enable a client to continue living within their own home. Due to the hard work and dedication of all staff this has allowed our clients continuity of care and the choice to retain the staff they choose, with whom they have built respect, rapport and trust. By Valmar providing the brokered packaged care allows us the ability to assist families and clients avoid the anxiety of change and allows for the provision of consumer directed care. The client is able to continue to live in their own home and community with our service provision continuing to support their independence and empowerment through the promotion of a strengths based enabling culture.

This past year we have been continuing as in previous years with provision of information to service users by attending and providing displays at the Healthy Active Lifestyle Expo in Tumut, Brungle Safe & Healthy Expo, and holding the Seniors Concert in Batlow. Information afternoon teas and WHS training were held for our Volunteers and were very well attended. Carers Week, Seniors Week and National Meals on Wheels Day have all been acknowledged and celebrated by the services. The Regional HACC conferences were all attended. The Coordinators and Manager of HACC Services also keep up to date on service provision/information provision and networking in the region by regularly attending HACC forums, Association meetings, Community Forums, Table Talk Forums, and training in the region.

Lastly a massive thank you once again to the dedication of our wonderful volunteers and staff for your continued efforts in recognising a persons need for a life of independence with dignity, respect and the potential to achieve their own aspirations regardless of age.

MELISSA CLEAR
Manager Aged and
Community Transport Services



Client Systems

This year Valmar gained a number of valuable opportunities, allowing us to expand our knowledge base and to extend our scope of understanding and preparedness for the National Disability Insurance Scheme (NDIS). With the NSW NDIS implementation commencing from July 2016, over the last twelve months I have concentrated on three major focal points to ensure Valmar is ready for our exciting NDIS journey ahead.

In October 2014, Valmar became a registered provider of NDIS supports in the ACT, and within a short time after, we engaged and delivered support to our first NDIS eligible clients, living in the ACT. Through the many aspects involved with this process, we were able to experiment and recognised that the Links-U project required some fine-tuning prior to finalising our Client Management system requirements.

We eased back the Links-U accelerator, allowing us the opportunity to build a system that not only provided us with an electronic system that will capture client records and their supports, but one that could enhance our Person Centred Planning approach and track back to the NDIS requirements by connecting with our financial systems. Links-U will support us to "close the loop" in many ways and is on path to being operational prior to the NSW NDIS.

Another key aspect in preparing for the NDIS was to communicate the knowledge Valmar has acquired with our clients, families and carers and also, internally with our employees. A number of NDIS planning information sessions for our families as well as internal staff meetings have been facilitated, and planning for next year is underway to enable a broader approach to the Valmar organisational wide NDIS challenges.

Along with the branding of our new Logo and development of new marketing material for promotional activities, we actively participated and

exhibited at a number of valuable conferences and expos within the ACT, including two significant events that focussed on Supported Accommodation and a National Disability Services conference.

We are currently working with families who live in the ACT and also with the ACT Government Disability Services, negotiating for Valmar to take over the operations of some Disability ACT supported accommodation houses. At the time of writing this report, I feel confident in saying, that this time next year Valmar will be proving support to a number of clients living in shared accommodation within the ACT.

The next 12 months for Valmar will see an extremely busy, but also, a very exciting period. We will have engaged and provided support to a larger number of clients from within the ACT and our Client Management System will have been tested with Links-U implementation at several Valmar locations.

Finally, I would like to thank all our teams for their positive approach and also their enthusiasm as we face many challenges along the way. We are an adaptable and innovative team and together we can enhance the lives of each person we support.

SONIA GOGALA
Manager Client Systems



Career Development Initiatives

CDI Tumut, It has been another busy year for CDI in Tumut with our clients enjoying trips to Wagga as part of their recreation program. The clients have visited the Wagga library, ten-pin bowling, shopping, laser tag and have attended the movies. Other programs our clients have been participating in are the Gym, Landcare Nursery, cooking, music, bowls and working on their car licences. Everyone are active volunteers delivering meals for Meals on Wheels. The clients have enjoyed interacting with the community and meeting new people.

Our Transition To Work, (TTW) clients have been busy attending TAFE and work experience. One client, Kieran, exited our program in December and has paid employment. He has also starred as an extra in 2 films, Gallipoli and The Daughter. Kieran also obtained his full licence and purchased a new car. Another client also purchased a new car in April.

We have three TTW clients attending TAFE completing Certificate 1 in Vocation and Community Engagement. Another client has this year moved out of home and is now renting a unit in Tumut independently. Five of our clients are working with Riverina Community College to obtain a Certificate 2 in Skills for Work and Vocational Pathways.

CDI currently have 2 students from the Gadara School and 1 student from the High School participating in our work experience program. This has been a very successful program and we look forward to more students entering into our program next year.

CDI Yass, Another year has gone by with changes happening within CDI with clients exiting successfully to employment and others starting with our service.

There has been a lot of staff training happening during the year to keep staff up to date with the most modern and up to date changes happen within the disability industry. By having staff participate in the training they are confident that they are able to deliver a great service to our clients.

CDI has hosted students from various schools in our region and have welcomed students from all across the region. Some joined CDI near the end of last year or at the start of this year all seem to have settled in well enjoying their time while at CDI.

We also have had one client obtain her Provisional driver's licence while having 2 other clients working towards obtaining their licence. Another client has started employment.

We have a cooking program, scrapbooking, button craft. The Men's Shed, swimming all year around, Music For Everyone in Canberra which has been a great success.

The weekly programs are very popular. The clients are offering more input into what they want to do each

Thursday as it is our day out. We have been going out to lunch around the area (Gunning, Bowning, Binalong, Yass, Boorowa and Canberra) plus we have been fishing and having a picnic or BBQ. To attractions around Canberra - Cockington Green, Australian Museum, Telstra Tower, Canberra Zoo, Canberra Arboretum, Hume Trampoline, the Australian Mint and Questacon.

It has been a busy and successful year here in Yass and we are all looking forward to the new financial year where our clients can continue to achieve.

CDI Queanbeyan, have 23 active clients this year. This is keeping everyone very busy with new staff starting in Queanbeyan to ensure continued individual service delivery for our clients

We moved to 3 High St for more space and our clients have been making the most of our new building. One client has managed to get their Learners permit and then move on to their P's during the year. 2 clients have obtained paid employment.

All TTW clients are doing work experience and 4 CP clients doing volunteer work. All clients are participating in work skills, living and domestic skills, money and budgeting skills, healthy eating and exercise programs. 3 clients are working towards their Certificate 3 in Childcare.

2014/2015 has seen a lot of focus put onto workplace training skills and also travel training. Our clients have been volunteering and doing work experience with a large number of companies including Meal On Wheels Weston, St Benedicts, St Vincent de Paul, Kindy Patch, Accacia Child Care, Precious Moments Childcare, Karabar Post Office, Marymead Mulch centre, Southern Cross Club and many more. Another important skill, reading and spelling has also been a main focus. Creative Arts Workshop are still happening monthly along with fortnightly scrapbooking classes.

CDI also started working with our first client to be funded under the National Disability Insurance Scheme. We have more clients going through their planning and assessments. We are excited to have continued growth and to start working in Canberra. Our clients continue to enjoy their time at CDI and continue to achieve fantastic outcomes.

CRAIG VAN RIJSWIJK
Manager Training and Employment Access



Accommodation Services Western Region

Accommodation Services Western Region provides accommodation support to assist service users to live their lives in a community environment, as independently as possible. The service strives to support them as valued members who participate actively in their local community.

Through a person centred approach, and enabling people to have choice and control; the service seeks to assist people to recognise the hopes and dreams they have for their life, and to work towards meeting their goals and achieving those hopes and dreams.

Funding for the service is directly provided by ADHC, with additional funding

sourced through Interlink and Intereach. Funding types include, Drop-in Support, Supported Living Fund, Adult Group Homes, Community Living and Boarding House Reform.

Where the service has been unable to meet additional need for service provision this has been due to individuals being unable to access or not meeting ADHC requirements for funding.

Accommodation Services Western Region supports a total of forty-five service users in the Tumut & Gundagai region.

This support includes twenty-four hour "high support" accommodation places for twelve service users; twenty service users are provided with "drop in" accommodation support; and regular overnight Respite Support in a community environment is provided to eight service users in Gundagai.

Unfortunately this year has seen the passing of two of our long term service users, who are both sadly missed by their family, housemates, friends and support staff.

One new service user who has low support needs has entered the service, and these support needs have been met within existing funding.

In order to provide this support Accommodation Services Western Region employs five full time Service Coordinators, five Senior Support Workers and 32 fulltime, permanent part- time and casual, Residential Support Staff.

One part time Support Worker assists with clerical administration. This group of staff bring experience,

skills and training, as well as innovation and enthusiasm to the support they provide.

This year we have welcomed the promotion of two Senior Support Workers to the role of Service Coordinator, and three support workers to the role of Senior Support Worker. It is very rewarding to see existing staff develop their skills and abilities and have the opportunity to apply for promotion within the organisation, where we can retain their knowledge and skills for the benefit of the people we support.

Unfortunately this has also meant we have farewelled some valued long term staff who have left the region for new lifestyles.

Having now met the requirements of Third Party Verification, a key focus for the service has been preparation for meeting the requirements of the NDIS. We have focussed on not only how we ensure the needs of our current service users continue to be met, but how we are able to attract new people to support.

Unfortunately the focus on the NDIS has seen the decline of the Regional Mentor Groups. However we were able to benefit from 12 staff completing "Plan and Provide Advanced Behaviour Support", prior to P4P funding ceasing. The P4P program was also able to update all of the training packages it had developed over the 5 years of its operation, and we can continue to use these training packages for all support staff. They will also soon be available on line. Within the service we have staff experienced and trained to run Positive Behaviour Support, Restrictive Practices Awareness, Person Centred Planning and Skill Development programs for all support staff.

Support Staff were able to attend the NDS Support Worker Conference, to become more informed about the NDIS and Service Coordinators have attended forums in the ACT to learn more about the NDIS.

One team of staff have become trained and proficient in supporting a service user who is about to commence dialysis with dietary and health needs.

Communities in Practice meetings have been attended regionally to network with other services to assist us all to be prepared for the NDIS, and proficient with Person Centred Planning and Positive Behaviour Support. Again funding for this networking group has ceased, however Valmar has made a commitment to



continue to network with other regional not-for-profit Organisations via the Communities in Practice group.

The Community Visitors Program, coordinated by the NSW Ombudsman continues to regularly monitor the Adult Group Home Services. The people we support continue to access the Disability Advocacy Network to meet their independent advocacy needs, and local training for people with disabilities continues to be provided by the advocacy service.

Western Accommodation Services continues to provide day programs for 3 days per week. Programs provide both development and maintenance of skills, such as a cooking, music and exercise programs, and attending Bowls, playing pool, swimming, art & crafts, Pilates, Riding for the Disabled and accessing Community Gardens. Meals on Wheels delivery continues to be a popular activity as those involved enjoy the opportunity to provide an important service within the community and appreciate being a valued community volunteer.

Service users have attended the Celebration of Ability Dance held by DAN in Wagga Wagga each December to celebrate International Day for People with a Disability.

Riverina TAFE has been accessed for Literacy and Numeracy, Computer Skills and Photography Courses.

The individual needs of services users continue to be met through a large variety of community networks including: Tumut Fishing Club, Sing Australia Choir, Gundagai Men's Shed, Tumut Country Music Club, Riding for the Disabled, Tumut Aero Club, Landcare, St.Vincent De Paul, Gundagai Golf Club, and local church groups.

Accommodation Services continue to support people to attend a variety of social events including numerous Dinner Dances in the region, regular Thursday night Social dinners and Birthday Parties, regional community events, art shows and festivals, horse and cattle events.

Thanks to Hello World Travel and Goodes coaches for organising our annual weekend trip, this year to the Central Coast. All attendees had a great time

swimming in the hotel pool, feeding pelicans and cruising the Hawkesbury River. A very big thankyou also to those who volunteered their time to support people on the trip.

This year service users have enjoyed individual holidays to the Bathurst races, South Coast fishing Trips, Borambola Sport and Recreation Camp, Gold Coast, P&O Cruise and Tamworth Country Music Festival. .

Service users have travelled to Sydney, Canberra and Wagga to see their favourite football teams compete, to see musical theatre and rock shows. The Casey Chambers Concert was a high light at the local Tumut theatre.

Wagga Civic Theatre, Oasis Aquatic Centre and Ten Pin Bowling are also popular activities. The past year has also included visits to the National Zoo and Aquarium, Steam train rides, Henty Field days, sports days and talent quests.

The camp at Licola Wilderness Village on the Macalister River in Victoria was again attended thanks to South Albury Lions, and this year a number of service users were also able to attend and enjoy, despite cool temperatures, Jindabyne Sport and Recreation Camp, organised by Valmar Services in the Southern Region.

A key achievement for myself this year has been becoming a qualified instructed in CPI Non-violent Crisis Intervention. This means Valmar no longer needs to access qualified trainers from outside of the organisation, and can ensure all staff are regularly trained and updated with these skills.

LISA WHITTAKER

Manager Western Accommodation



Accommodation Services Southern Region

The Southern area currently covers group homes in Yass and Queanbeyan. In the new financial year I am confident we will be taking on the running of a number of group homes in the ACT as part of the NDIS roll out. These hope to be fully operational by Valmar before the end of the year. Valmar is committed to employing current staff from the homes to allow for a smooth as possible transition for the clients. There are several more group homes to be transitioned to Valmar in the New Year. The acquisition of these new group homes will give Valmar a substantial presence in the ACT.

Reid Court Yass has successfully transitioned a new client in the last year and is now at capacity. Perry Street Yass has also successfully transitioned a fifth client. We were able to increase capacity by remodelling the house and adding a fifth room. Yeo Yass is stable with four clients as is Christopher Crescent Queanbeyan where a fifth unfunded client transitioned out last year. There is capacity for a fifth client at Christopher Crescent, but as always funding would be needed. ADHC has been advised and there has been some interest. White Avenue has four clients, one also transitioned in last year and is now at the point where that client may soon be ready to transition out into the community. Another client was transitioned in March this year and is doing very well. Clients across all houses are doing well, with improvements in health in several. Our older clients are becoming frailer and we are committed to them, 'aging in place'.

Yeo Crescent has had a new kitchen installed and Christopher crescent and Reid Court have been repainted and had other minor repairs.

We currently employ a total of 47 staff, the majority of those being long term permanents. There are several casuals who work across houses and there is little staff turnover.

Our clients in Queanbeyan all have supported employment and/or day programs, while our clients in Yass all attend Valmar operated day programs. Koomarri remains our clients biggest and consistent employer and clients really enjoy going to work, whether its garden maintenance, pack and post or airline catering packaging.

The long awaited Liberty Swing for Yass was completed and opened on 26th August 2015. It was erected in memory of the Perry Street Coordinator Ingrid Docen who passed away a few years ago. Ingrid's husband

Keith Rosario, Valmar, Andalini Incorporated, The Yass Valley Council, Variety – The Children's Charity, Yass Rotary and Southern Phone all supported the project. Clients in wheelchairs can now be included in having a swing when they go to Coronation Park, this was Ingrid's vision.

Clients have been extra busy out in the community. They are trying new things like rock climbing, jumping pit and regular dancing sessions. They all go on an annual holiday either with house staff or with supported Holiday Groups like Careaway and Ozmates. Clients have been to Berry, Tamworth music festival, South coast – Lake Burrill, North Coast - Myuna Bay, bowling in Wollongong, Sussex Inlet. They attend local and professional football, movies, concerts, bowling, parties, picnics, Xmas in July, fireworks displays, clubs, train rides, festivals, Canberra markets, balls, Questacon, Zoo, museum, reptile park, monster trucks in Sydney, Classic Moe Town in Canberra, dances in Yass and Queanbeyan, agricultural shows, Jindabyne camp where they horse ride, do archery and rock climbing etc. Matilda in Sydney, lazer tag, Bungendore muster, roller derby, go carting, table tennis, Pitch and Put, band performances as well as regular trips shopping and visiting families.

There are exciting and challenging times ahead with the NDS rollout and I look forward to the expansion and growth of residential services in the Southern area. I would like to take this opportunity to welcome our new clients and staff to Valmar.

JOY WHITTON
Manager Southern Accomodation



Day Programs

Day Programs over the last 12 months have been very busy for both staff and service users with lots of fun things happening across the wide spread of areas covered by our services, also with the introduction of the NDIS scheme coming we have been busy preparing families for their future needs with information sessions and workbooks to use in their plan.

We have had two new clients enter our service this financial year and over the next 12 months I would really like to see more growth within day programs as most of the original clients are ageing or their health is deteriorating and therefore support is unable to continue through their day placement.

All 4 day programs continue to use Person Centered Plans for each person allowing individual choice over their activities and to set goals that are achievable for now and the future. This has seen a more individual approach for 1-1 or small group type activities aimed at the person not the service type.

All day programs offer similar activities, though those closer to Canberra have more flexibility in their day programs than the regional service located in Tumut. We link clients into the community with activities such as Music for Everyone, Swimming at the Hydro therapy pool and local pools within each area, visiting our local library and accessing local Men's Sheds where the clients participate in wood work skills and create new friendships whilst enjoying the activity. Zumba, Tai Chi, and dance classes are also very popular and have proven very beneficial for service users. We also enjoy visiting the many museums, war memorial and having leisurely access to malls and arcades. We also volunteer at meals on wheels with the clients really enjoying the role of food delivery to the elderly and meeting new people, and a local grocery run gives clients a job 2 days a week. Clients have the opportunity to participate in walking groups, ice skating, rock climbing, sports activities, have lunch at pubs and clubs each week, and BBQ's with other service providers just to name a few, as I say it's choice for all.

The staff of CPY gave us a great disability day this year by presenting us with a Talent show for people with a disabilities and we had contestants from surrounding area's attend and take part in the contest, a big thank you to all staff for their efforts to make a great day for all.

Flexible Respite Options- Western Region

We have had a busy year with the addition of four new clients holding Individual Packages and a steady stream of Brokerage from outlying services, plus our first NDIS respite client who has moved here from Canberra. We have also filled a need for children's Respite services which commenced in January this year in Tumut, Gundagai and Tumbarumba, and currently we have three young people under 18 using their Respite Packages. This provides a much-needed break for local families.

Our clients have enjoyed a range of activities over the last 12 months including holidays all over Australia, the ever popular dances, and individual Respite in the community. There has also been an increase in demand for the Respite Flat at Kirk Ave which has provided Respite to six clients for varying times from overnight up to 3 weeks at a time and this will continue as more Respite is required by families.

Finally a big Thankyou to all the communities who support our cause and to the staff for their ongoing commitment.

BETTY BANKS

Manager Day Programs



Community Living Southern Region

This year has been very busy in all Community living Services in the Southern region, which covers Yass, Queanbeyan, Goulburn and Canberra. We have seen significant changes in what supports are being delivered and Community Living staff now work in Canberra with individual families to provide service through the NDIS.

Staff and clients have been supported to develop the person centred approach, looking at NDIS transition and sessions to look at developing individual support plans, tailored to the uniqueness and individuality of each person and their family.

Over the last year, up to 50 people have accessed our services which is an increase of approximately 12 new clients who have entered community living and two people exiting due to personal reasons. All were provided with support to assist with independent skills in their own home, specialist medical support, and case- management with support accessing employment opportunities, troubleshooting life concerns and networking with the community through recreation and leisure pursuits.

Community living endeavours to provide flexible services to clients and families with supports with independent living; travel training, using public transport extensively in and around Canberra. Clients using trips to Sydney to access the Sydney network public train system.

The last twelve months has been a year of changing needs and Valmar Support with staff adapting and working towards NDIS support. With more training in advocacy and Your Rights, First Aid , Sexuality, My Choices, So Safe in the community for both staff and clients including Budgeting and NDIS information sessions for families and staff.

Competition bowling has played an important role in the Yass and Queanbeyan Community Living services with up to 12 clients attending each Saturday in Belconnen ACT. Six people from Valmar Support attended the national ten pin bowling in Brisbane for 10 days for ACT Wizards. Regional competitions included an Orange and Wollongong in 2014.

The Central Coast trip was an excellent weekend which provided respite for many local families. Local dances including the Valentines dance, Andalini Dance,

Queanbeyan dance and The Monday night dancing provided a good work out for most. The Christmas in July dance in Goulburn was a collaborative partnership between Goulburn Leisure Link, Goulburn Disability Trust and Valmar Southern community living and all 173 people enjoyed the afternoon of good food, company and music.

Healthy eating and exercise options have been the focus this year, with cooking classes, gym and walking groups established.

The first Valmar Community living camp held in Jindabyne was held this year with 30 people attending from Yass, Queanbeyan, Gundagai and Tumut – yes a little chilly but all enjoyed the Sport and Recreation camp and all looking forward to one in 2016 in warmer weather.

Many Concerts were enjoyed by individuals including the Elvis and ABBA shows, visits to the Canberra War memorial and various clubs throughout the district for shows, dinners and raffle nights.

Social Ten Pin Bowling once a month has been a huge hit with up to 15 people attending and enjoying the social night then out for tea.

Fortnightly dine out nights have been very successful with clients organising the venues and the transport in Yass and Queanbeyan, this assists with socialisation skills, friendship and budgeting.

Football- Rugby, AFL and NRL were all well catered to for all the local fans.

YASS Brokerage support

Brokered Support has been huge for Queanbeyan staff with COMPACTS brokered through Valmar Support to provide after hospital care for 6 weeks for people who need support in their home which includes personal care, some cleaning and travel support.

Emergency respite has been provided for families across the region, with funding from carer respite centre and accessing brokered regular respite through Disability Trust, Anglicare, Yass Home Living Support, Homecare and ADHC. Brokered Support has also been provided through Northcott- Aging carers program – where a number of families accessed holidays for a break from caring.



Yass Leisure Link

This service has seen an increase of 50 % of new clients who have moved back into the area or have come back to Valmar Support Services. Increased recreational and leisure pursuits are the services people want outside their TAFE and employment week. All people in this program are aged less than 24 years old and these younger people enjoy accessing the community on evenings and weekends, building peer friendships and working collaboratively with the community

Yass Leisure Link accessed Canberra Sky fire display at Lake Burley Griffin, also Gunning Fireworks. Yass Leisure Link also supported people to access local sports in and around Canberra such as table tennis, swimming and social bowls. The Yass leisure Link along with Community Living had a SPORTS day in Yass, which was very successful with 110 people accessing Yass trying different sports including soccer, basketball, golf, wheelchair races, cricket, and ball through the hole and egg and spoon races. All started with a warm up orchestrated by Amanda Waters and her staff and clients doing a music session. The people travelled from Tumut Cootamundra and Goulburn, Queanbeyan and Gunning this again was in collaboration with Disability Trust day program in Goulburn, Valmar Community participation service and Goulburn Leisure link.

The Royal Easter show and cartoon expos in Sydney were also accessed using public transport.

Thank you to families and clients in the region who have allowed Valmar Support Services to assist with the change that is coming our way under the NDIS to assist to achieve goals and dreams and aspirations. A thankyou to Valmar Support Services and the teams that I manage in this area. Without quality support, input and trust, the positive outcomes would not be achieved.



PAM VINCENT
Manager Client Liaison



Administration & Governance

To support the Board of Directors and Valmar's operations a number of administrative and governance functions, in addition to financial management, are carried out by staff at the Valmar Office at 75 Capper Street, Tumut.

Property Management

A number of properties underwent extensive modifications and upgrades, and one property was donated.

The Tumut Solar Project was completed with solar panels being placed on 8 Valmar business sites in Tumut.

The main office at 75 Capper Street experienced a major improvement with replacement of roof, internal painting and carpet.

Valmar was gifted a Heritage Listed building at 93 Green Street Lockhart. Work was carried out to upgrade the exterior.

Fundraising and Donations

A number of small but generous donations were received and disco's run.

Corporate Services

Valmar Corporate Services continued to carry out fee-for-service work of a varying nature for other community organisations.

Insurance Schedule

Valmar maintains a comprehensive coverage of insurances to minimize the risks to service users, staff, volunteers, the people we do business with, members of

the public, the Board of Directors and the organisation as a whole.

Our brokers for 2014/15 were Austbrokers who manage all our insurances other than vehicle Green Slips and Workers Compensation which was arranged through CGU, both in NSW and the ACT.

Our Schedule of Cover is set out below:

Workers Compensation - Statutory cover for all paid employees at the appropriate industry rates.

Public and Products Liability (Including Professional Indemnity) - Covers claims against Valmar for bodily injury or damage to property suffered by a third party arising out of the activities of Valmar employee's acting on it's behalf and also covers claims arising from professional negligence.

Industrial Special Risks - Covers building and or their contents and business interruption.

Directors & Officers Liability - Indemnifies Directors and Officers for their legal liability arising out of "wrongful acts".

Group Personal Accident - Death & disablement cover for volunteers, directors and clients on work experience.

Fidelity Guarantee - Indemnifies Valmar following theft of money or goods by employees or volunteers.

Motor Vehicle Comprehensive - Cover for all Valmar vehicles for loss, damage, theft and third party property damage.

Goods in Transit - Covers loss or damage to goods in transit.

Long Service Employees

Following employees were with Valmar for more than 10 years. Valmar is proud to acknowledge these 64 employees who have contributed so much towards the success of Valmar throughout the years.

No of years	Name	No of years	Name
10 YEARS		11-15 YEARS continued	
10	Raquel Bennetts	14	Stephen Jeffery
10	Kevin Denny	14	Catherine Lawrence
10	Gaye Duncan	14	Reginald Stokes
10	Jeffrey Dunn	14	Craig VanRijswijk
10	Brett Rankin	14	Anthony Webb
10	Lisa Raponi	15	Cheryl Noble
10	Matthew Sanson	15	Patricia North
10	Catherine Sheather	16-20 YEARS	
10	David Smith	16	Mitchell Goodsall
10	Gregory Webb	16	Elizabeth Stokes
11-15 YEARS		18	Jason Burt
11	Joyce Downey	18	Lisa Whittaker
11	Paul Lees	19	Damian Booby
11	Jennifer Rawlinson	19	Kelly Hibbens
11	Maxwell Rowney	19	Cathy Hilly
11	Luther Sage	19	Melissa Tee
11	Maureen Shanta	20	Betty Banks
11	Steve Wullaert	20	Barbara O Hara
12	Narelle Annetts	20	Malcolm Porteous
12	Lauren Arentz	21 YEARS +	
12	Denise Baker	21	Jason Cole
12	Peter Chatwin	21	Troy Jackson
12	Kim Ferella	21	Harold Portors
12	Serina Halangahu	21	Greg Quilty
12	Kristen Hayes	21	Kathleen Rosetta
12	Barry Hunter	22	Terry McGrath
12	David Johnston	22	Wendy McGuire
12	Mary Lambert	23	Hugh Packard
12	Margaret MacMillan	23	John Stanfield
12	Cecil O Hara		
12	Jill Thomson		
13	Rhonda Crawford		
13	Deirdre Hulm		
13	Joanne Jackson		
13	Robert McLeod		
13	Pam Vincent		
13	David Walker		
13	Doreen Whitton		



Director's Report

Valmar Support Services Limited
ABN 38 060 125 340
(company limited by guarantee)

The financial report was authorised for issue by the directors on 27th October 2015

DIRECTORS REPORT – 2015

The Directors of the company at the date of this report are;

Name	Occupation	Board experience in years
Denise Marlene McGuire	Carer	22
Roy Humphries	Retired Engineer	18
Narelle Gilholme	Carer	15
Margaret Langridge	Owner/manager	5
Michael Stewart	Teacher	2
Joy Carter	Retired Teacher	1
Natalie Randall	Financial Advisor	less than 1 year

The Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

The number of members at the date of this report is 8.

The principal activities of the company are

- provision of supported employment services to adults with disabilities
- provision of residential support services to adults with disabilities
- provision of other community based support services

The operating result of the company for the year is a surplus of \$896,078 after providing \$433,190 for depreciation and nil for income tax.

No dividends were declared or paid during the year. As the company limited by guarantee no member is entitled to receive dividends out of the company's surpluses or reserves.

Review of Operations

Valmar expanded its operations once again in 2014-2015 in terms of:

- * Number of people supported
- * Hours of support provided
- * Financial throughput.
- * Type of support provided.
- * Geographic Area of coverage

Commensurate with this expansion was a growth in staff numbers and payroll. Each Valmar service operated as far as possible as a financially and operationally discrete entity, and although not all services reported a surplus for the year, each service performed within acceptable financial tolerances.

The most significant developments in 2014-2015 were...

- The successful transition to assume the full operations previously provided by the Lockhart and District Community Services Inc, including aged services, disability services and community transport services.
- The successful transition to Valmar of HACC and transport services in Gundagai.
- The successful transition to Valmar of NRCP Aged Services in Griffith
- The successful registration with the NDIS and commencement of NDIS funded support
- The successful transition to Valmar of NRCP and disability services in Boorowa
- The gifting to Valmar of a property in Green St Lockhart
- The installation of rooftop solar on 8 of our buildings
- The purchasing of an additional group house in Tumut

Valmar Support Services Limited
ABN 38 060 125 340
(company limited by guarantee)

DIRECTORS REPORT – 2015

page two

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

No charge on the assets of the Company has arisen since the end of the financial year to the date of this report.

No contingent or other liability has become enforceable or is likely to become enforceable within a period of twelve months after the end of the financial year which, in the opinion of the Directors, will or may effect the ability of the Company to meet its obligations as and when they fall due.

At the date of this report, the Directors are not aware of any circumstances not otherwise dealt with in the report or accounts would render any amount stated in the accounts misleading

The results of the a Company's operations during the financial year have not, in the opinion of the Directors, been substantially affected by any item, transaction or event of a material or unusual nature.

Since 30 June 2014 and to date of this report in the opinion of the Directors, no item transaction or event of a material and unusual nature, which would affect substantially the results of the Company, has occurred.

No directors since the end of the previous financial year, has received or become entitled to receive a benefit by reason of a contract made by the company or a related corporation with the Director or with a firm in which he is a member or with a company in which he has a substantial financial interest.

ON BEHALF OF THE BOARD

Dated this 27rd October 2015

Auditors Independence Declaration under Section 307C of the Corporations Act 2001

To the directors of Valmar Support Services Ltd

I declare that, to the best of my knowledge and belief, in relation, to the audit of the financial year ended 30 June 2015 there have been:

- No contravention of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- No contraventions of any applicable code of professional conduct in relation to the audit.

Simon Mann Chartered Accountant

Tumut 26th October 2015

Director's Declaration

Valmar Support Services Limited
ABN 38 060 125 340
(company limited by guarantee)

DIRECTORS' DECLARATION

The Directors of Valmar Support Services Ltd declare that:

- 1 The financial statements and notes as set out on pages
 - a) comply with Australian Accounting Standards and the Corporations Regulations 2001; and
 - b) give a true and fair view of the financial position as at 30 June 2015 and of the performance for the year ended on that date of the company and economic entity.
2. In the directors' opinion there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.
3. For the purposes of the Charitable Fundraising Act
 - a) the accounts show a true and fair view of the financial result of fundraising appeals for which they relate.
 - b) the accounts and associated records have been properly kept in accordance with the legislation
 - c) all money received as a result of fundraising appeals conducted during the year has been properly accounted for.
 - d) the internal controls are appropriate and effective in respect of fundraising activities.

This declaration is made in accordance with a resolution of the Board of Directors



dated at Tumut on the 27th Day of October 2015

Independent Audit Report

INDEPENDENT AUDIT REPORT

TO VALMAR SUPPORT SERVICES LTD ABN 38 060 125 340
for the year ending 30 June 2015

Scope

I have audited the financial report of Valmar Support Services Ltd for the financial year ended 30 June 2015. Which incorporates the Statement of Financial Performance, Statement of Financial Position, Statement of Cash flows and notes to the financial statements set out on pages 4 to 14.

The Company's Directors are responsible for the preparation and presentation of the financial report and the information contained therein. I have conducted an independent audit of the financial statements in order to express an opinion on them to the members.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with the Australian Accounting Standards and relevant statutory requirements so as to present a view which is consistent with my understanding of the Company's financial position and the results of its operations.

The audit opinion expressed in this report has been formed on the above basis.

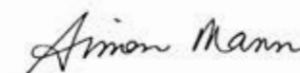
Qualification

Sick leave is not provided for in the financial accounts and is to be expensed as it arises. Sick leave entitlements for Company's employees is cumulative for each year of service and if not paid out as actual sick leave are forfeited on ceasing to be an employee. The non discounted contingent liability for sick leave as at 30 June 2015 is \$657,600 (2014 \$562,589). Thus the liabilities are the company are understated in the Financial Report by not recognising any part of this liability and to a lesser extent the surplus for the year is overstated by the non recognition of the expense attributable for the 2015 year for unpaid sick leave.

Qualified Audit Opinion

Except for the above two qualifications, in my opinion the Financial Report of Valmar Support Services Ltd is in accordance with:

- (a) The Corporations Law including, so as to give a true and fair view of:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
 - (ii) Complying with Accounting Standards and the Corporations Regulations; and
- (b) For the purposes of the Charitable Fundraising Act
 - a) the accounts show a true and fair view of the financial result of fund raising appeals for which they relate.
 - b) the accounts and associated records have been properly kept in accordance with the legislation
 - c) all money received as a result of fund raising appeals conducted during the year has been properly accounted for.
 - d) the internal controls are appropriate and effective in respect of fund raising activities.
- (c) Other mandatory professional requirements.



Simon Mann
Chartered Accountant, 152 Wynyard Street Tumut NSW 2720
Registered Company Auditor No. 2971
Dated 28 October 2015

Balance Sheet

Valmar Support Services Ltd

a company limited by guarantee

ABN 38 060 125 340

Balance Sheet as at 30 June 2015

	note	2015	2014
CURRENT ASSETS			
Cash Assets	9	\$3,456,345	\$2,899,895
Receivables		\$587,057	\$424,851
less provision for doubtful debts		\$0	(\$17,635)
Inventory on hand		\$4,812	\$15,403
Prepaid expenses		\$130,592	\$117,064
TOTAL CURRENT ASSETS		\$4,178,806	\$3,439,578
NON CURRENT ASSETS			
Land	10	\$2,757,174	\$2,561,243
Buildings	11	\$2,869,982	\$2,796,218
Plant and equipment	12	\$1,101,935	\$680,432
TOTAL NON CURRENT ASSETS		\$6,729,091	\$6,037,893
TOTAL ASSETS		\$10,907,897	\$9,477,471
CURRENT LIABILITIES			
Payables	13	\$540,332	\$651,155
Unexpended Funding	8	\$307,502	\$177,142
Funding in Advance		\$16,702	\$0
Client Equity	17	\$92,655	\$95,886
Provisions	14	\$1,395,581	\$1,509,717
TOTAL CURRENT LIABILITIES		\$2,352,772	\$2,433,900
NON CURRENT LIABILITIES			
Mortgages Payable	15	\$1,770,171	\$1,452,397
TOTAL NON CURRENT LIABILITIES		\$1,770,171	\$1,452,397
TOTAL LIABILITIES		\$4,122,943	\$3,886,297
EQUITY			
Accumulated Funds begin of year	16	\$5,383,116	\$5,037,882
Community Transport Replacement Reserve		\$208,058	\$208,058
Workers Compensation Reserve		\$297,702	\$0
Net Profit for year		\$896,078	\$345,234
ACCUMULATED EQUITY YEAR END	16	\$6,784,954	\$5,591,174
TOTAL FUNDS		\$10,907,897	\$9,477,471

Income Statements

Valmar Support Services Ltd

a company limited by guarantee

ABN 38 060 125 340

Income Statements For the year ended 30 June 2015

Classification of Expenses by Function

	note	2015	2014
Sales & Funding Revenue	2	\$12,993,674	\$10,868,183
Cost of sales	3	\$675,632	\$492,908
GROSS PROFIT		\$12,318,042	\$10,375,275
Other revenues from ordinary activities	4	\$679,322	\$542,430
Write back of Worker Comp. Provision	16	\$297,702	\$0
Occupancy expenses	5	(\$417,540)	(\$379,311)
Administration expenses	6	(\$11,683,746)	(\$9,985,102)
Provision for Doubtful debts			
Profit from ordinary activities before Transfer to Community Transport Replacment Reserve		\$1,193,780	\$553,292
Transfer to Workers Compensation Reserve	16	(\$297,702)	(\$208,058)
Income Tax expense relating to ordinary activities	16	-	-
<i>income tax expense not applicable</i>			
NET PROFIT FOR YEAR		\$896,078	\$345,234

Notes to the Financial Statements

VALMAR SUPPORT SERVICES LTD

ABN 38 060 125 340

(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 30 JUNE 2015

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

Compliance with IFRSs

This general purpose financial report has been prepared in accordance with Australian equivalents to International Financial Reporting Standards (AIFRSs), other authoritative pronouncements of the Australian Accounting Standards Board, Urgent Issues Group Interpretations and the Corporation Act 2001. Except that the Financial accounts do not include a discounting of the liability for employee long service leave or any accrual for annual leave and sick leave, or the discounting of the carrying value of any assets.

Historical cost convention

These financial statements have been prepared under the historical cost convention

Impairment of Assets

AASB requires the recoverable amount of all assets be assessed at each reporting date on a discounted cash flow basis. This has not been done, but no assets have a carrying value greater than the recoverable value.

Depreciation

Property, plant and equipment is stated at cost, net of depreciation and any impairment, except land which is shown at cost less impairment. All assets subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate the carrying amount may not be recoverable at each reporting date. The Directors opinion is that the existing amortisation rates as set out below have resulted in the carrying values of the plant, motor vehicles and buildings being the recoverable amounts.

Rates used for each class of depreciable assets are

* Buildings depreciated generally at the rate of 4% except in the case of Pinecom shed at 5% (note 11)

* Plant depreciation at 15% on actual cost at the end of each year. (note 12)

* Motor vehicle at 12.5% on actual cost at the end of the year and 20% on vehicles.(note 12).

Grants

Recurrent grants are recognised as revenues in the period to which they relate. Other specific purpose grants are recognised as revenues when the conditions of the grant are discharged which is generally as they are expended. Where grants received were obtained on the condition they be used over a particular period and the period extends into the succeeding year the amounts are included in the Balance Sheet as "Unexpended Funding" in Current Liabilities. Such amounts will be taken up a revenue in the period to which it relates.

Net Fair Values

For all assets other than Real Estate, plant and equipment the net fair value approximates their carrying value.

The net fair values of the financial assets being Cash and Receivables are disclosed in the Balance Sheet and notes to the financial statements.

Income Tax

The Company is a charitable institution and as such is exempt from income tax.

Provision for Employee Benefits

All calculations based on current rates of pay at year end. Long Service is fully provided by accruing the entitlement from the date of employment for all applicable employees. Employee Benefits under AASB 119 requires this liability to be discounted for the part of the liability reasonably payable later than 12 months. The calculated nominal LSL liability as at 30 June 2015 \$767,747 (\$2014 \$668,110) has not been reduced by a discount factor

As at 30 June 2015 the liability for accrued annual leave is \$610,570 (2014 \$525,812).

Sick leave is not provided for in the financial accounts and will be expended as it arises. Sick leave entitlements for Company's employees is cumulative for each year of service and if not paid out as actual sick leave are forfeited on ceasing to be an employee. The contingent liability for sick leave as at 30 June 2015 is \$657,600 (2014 \$562,311).

Valmar Support Services Ltd

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NOTES TO FINANCIAL STATEMENTS -2015

Note 2 & 3

	2015	2014
Sales Revenue		
Sales	\$1,135,100	\$1,029,581
Service	\$712,266	\$432,834
Total	\$1,847,366	\$1,462,415
Funding DADHC	\$7,971,189	\$7,225,079
Funding NRCP	\$230,455	\$62,930
Funding DSS	\$760,788	\$740,295
Funding NDIA	\$1,510	
Funding HACC – Dept of Transport	\$963,955	\$378,796
Funding HACC – Aged	\$585,633	\$287,021
Local Government subsidy	\$116,395	\$114,159
NSW Transport		\$208,058
Total Funding	\$10,629,925	\$9,016,338
Brokered Support	\$516,383	\$389,430
AUSNAC Traineeship		
Total	\$516,383	\$389,430
Total Sales Revenue	\$12,993,674	\$10,868,183

Note 3 - Cost of Sales including Programs and Training

	2015	2014
Program costs	\$308,274	\$153,099
Brokered Support	\$631	
Seminars and Staff training	\$101,075	\$118,778
Contracted Maintenance	\$65,365	\$60,368
Materials	\$160,789	\$126,169
Sub contract & equip hire	\$38,739	\$23,951
Employee clothing and safety equip		\$10,407
Waste disposal	\$759	\$136
Cost of Sales	\$675,632	\$492,908

Note 4 -Other Revenues from ord. activities

Interest received'	\$55,244	\$51,008
Rent Received	\$220,920	\$226,531
Net Fundraising (Operating Surplus) below	(\$1,107)	\$6,351
Profit from sale of asset	\$16,024	\$6,233
Wages recovered from work insurance	\$11,685	
Mis Income	\$28,463	\$20,387
Donations	\$348,093	\$231,920
TOTAL	\$679,322	\$542,430

Fundraising

Gross Income received	\$11,106	\$7,436
Expenditure related to above	\$12,213	\$1,085
Net Operating Surplus	(\$1,107)	\$6,351
Expenses Ratio to Gross Income	109.97%	14.59%

Note 5 Occupancy expenses

Agents costs	\$289	\$739
Rent paid	\$68,218	\$70,412
Rates	\$97,642	\$78,210
Repairs property	\$251,391	\$229,950
TOTAL	\$417,540	\$379,311

Valmar Support Services Ltd
a company limited by guarantee
 NOTES TO FINANCIAL STATEMENTS
Note 6 Administration expenses

note	2015	2014
Audit fees	\$6,319	\$7,810
Advertising	\$61,593	\$36,167
Bad Debt provision		\$16,013
Bank charges	\$13,245	\$12,680
Client Equity Provision written back	(\$3,231)	
Depreciation Buildings	\$208,290	\$143,880
Depreciation vehicles and plant	\$224,900	\$194,861
Equipment repairs & Maintenance	\$90,347	\$79,030
Electricity	\$118,466	\$114,488
Equipment under \$1200	\$129,948	\$92,174
Freight	\$19,444	\$19,423
Insurance	\$45,578	\$45,786
Interest paid	\$5,039	\$5,404
Legal costs	\$846	\$1,200
Motor vehicle expenses (excl depcn)	\$604,459	\$475,281
Plant hire and subcontract		\$759
Postage, stationary & office supplies	\$66,962	\$194,399
Subscriptions	\$99,438	\$50,319
Sundry items	\$88	
Telephone, fax and internet	\$89,882	\$83,008
Wages	\$8,778,514	\$7,488,118
Superannuation	\$852,814	\$708,551
Insurance worker comp	\$134,253	\$107,164
Annual Leave provision	\$76,980	\$26,777
Long Service Leave provision & costs	\$59,572	\$81,810
TOTAL	\$11,683,746	\$9,985,102

Payments to Related Parties

No directors were paid or received any benefits either as individuals or to entities they are connected with.

The two key management personnel received \$286,413 (2014 \$269,705) for all emoluments wages, superannuation and other benefits.

Note 8 - Liability-Unexpended Funding

Unexpended Funding	\$307,502	\$177,142
Total (refer Balance Sheet)	\$307,502	\$177,142

These amounts are a liability because they require Departmental approval following acquittal, to be retained.

Valmar Support Services Ltd
a company limited by guarantee
 NOTES TO FINANCIAL STATEMENTS

note	2015	2014
Note 9 Cash Assets		
Westpac accounts	\$2,956,345	\$2,399,895
Westpac Term Deposit	\$500,000	\$500,000
Total	\$3,456,345	\$2,899,895

Land and Buildings	Cost	Cost	Valuation	
Note 10 Land at cost	2015	2014	13 Oct 2015	
40 Clarke Street	\$20,000	\$20,000	\$ 80,000	*
Lots 10&12 Jarrah Rd Pinecom Shed	\$90,000	\$90,000	\$ 175,000	*
Lot 9 Jarrah Road Pinecom Shed	\$77,000	\$77,000	\$ 210,000	*
13 Howick Street	\$50,000	\$50,000	\$ 100,000	*
75 Capper Street	\$80,000	\$80,000	\$ 220,000	*
8 Highland Avenue,	\$60,000	\$60,000	\$ 80,000	to be agreed
30 Comur Street, Yass	\$80,000	\$80,000	\$ 200,000	*
90 Simpson Street	\$70,000	\$70,000	\$ 100,000	*
4 Mangaroo Ave	\$141,365	\$141,365	\$ 120,000	*
94 Meehan Street Yass	\$140,968	\$140,968	\$ 140,000	*
18 The Cresent, Queanbeyan	\$202,019	\$202,019	\$ 270,000	*
58 Christopher Cresent Queabeyan	\$202,150	\$202,150	\$ 270,000	*
17 Collett Street, Queanbeyan	\$300,000	\$300,000	\$ 300,000	*
240 Cowper St., Goulburn	\$150,142	\$150,142	\$ 175,000	*
66-68 Russell Street Tumut	\$200,000	\$200,000	\$ 175,000	*
5 Kirk Avenue	\$41,080	\$41,080	\$ 240,000	*
94 Meehan Street	\$130,455	\$130,455	\$ 130,455	at cost 2015
3/78 Crawford Street	\$80,000	\$80,000	\$ 40,000	*
83 Sheridan Street Gundagai	\$101,527	\$101,527	\$ 65,000	*
22-26 Carey Street	\$117,000	\$117,000	\$ 140,000	*
3 High Street	\$227,538	\$227,538	\$ 275,000	*
93 Green Street Lockhart	\$45,930		\$ 20,000	*
2 Managaroo Avenue	\$120,000		\$ 120,000	at cost 2015
49 Pioneer Street Batlow	\$30,000		\$ 30,000	*
Total	\$2,757,174	\$2,561,244	\$ 3,675,455	

Note 10 A Property Development

- blank-	\$0	\$0	\$0
Total	\$0	\$0	\$0

Valmar Support Services Ltd
a company limited by guarantee
NOTES TO FINANCIAL STATEMENTS

Note 11 Buildings

	2015	2014	Valuation at 13 Oct 2015	
	Cost less Dep'cn	Cost less Dep'cn		
40 Clarke Street at cost	\$53,091	\$53,091	\$ 165,000	*
accumulated depreciation	(\$41,360)	(\$39,236)		
	\$11,731	\$13,855		
Lots 10& 12 Jarrah Rd Pinecom Shed at cost	\$126,584	\$126,584	\$ 275,000	*
accumulated depreciation	(\$91,006)	(\$85,849)		
	\$35,578	\$40,735		
Lot 9 Pinecom Shed	\$306,182	\$306,182	\$ 440,000	*
accumulated depreciation at 5%	(\$162,937)	(\$147,628)		
	\$143,245	\$158,554		
13 Howick Street at cost	\$129,000	\$129,000	\$ 175,000	*
accumulated depreciation	(\$72,777)	(\$67,617)		
	\$56,223	\$61,383		
75 Capper Street at cost	\$380,028	\$380,028	\$ 380,000	*
accumulated depreciation	(\$112,849)	(\$97,648)		
	\$267,179	\$282,380		
8 Highland Avenue at cost	\$18,400	\$18,400	\$ 105,000	tobe agreed
accumulated depreciation	(\$9,016)	(\$8,280)		
	\$9,384	\$10,120		
30 Comur Street, Yass at cost	\$122,260	\$122,260	\$ 275,000	*
accumulated depreciation	(\$55,770)	(\$50,879)		
	\$66,490	\$71,381		
90 Simpson Street	\$68,000	\$68,000	\$ 80,000	*
accumulated depreciation	(\$26,067)	(\$23,347)		
	\$41,933	\$44,653		
4 Mangaroo Ave	\$242,500	\$242,500	\$ 260,000	*
accumulated depreciation	(\$70,325)	(\$60,625)		
	\$172,175	\$181,875		
83 Sheridan Street Gundagai	\$259,080	\$259,080	\$ 235,000	*
accumulated depreciation	(\$49,830)	(\$39,466)		
	\$209,250	\$219,614		
94 Meehan Street Yass	\$90,682	\$90,682	\$ 145,000	*
accumulated depreciation	(\$23,824)	(\$20,196)		
	\$66,858	\$70,486		
18 The Cresnet Queanbeyan	\$180,000	\$180,000	\$ 205,000	*
accumulated depreciation	(\$50,400)	(\$43,200)		
	\$129,600	\$136,800		
58 Christopher Cresnet, Queanbeyan	\$245,000	\$245,000	\$ 350,000	*
accumulated depreciation	(\$68,600)	(\$58,800)		
	\$176,400	\$186,200		
17 Collett Street Queanbeyan	\$260,518	\$260,518	\$ 340,000	*
accumulated depreciation	(\$64,216)	(\$53,795)		
	\$196,302	\$206,723		
240 Cowper Street, Goulburn	\$137,000	\$137,000	\$ 250,000	*
accumulated depreciation	(\$31,967)	(\$26,487)		
	\$105,033	\$110,513		
66-68 Russell St	\$222,535	\$222,535	\$ 525,000	*
accumulated depreciation	(\$45,249)	(\$36,348)		
	\$177,286	\$186,187		
Russell Street Kitchen	\$376,343	\$376,343		
accumulated depreciation	(\$38,889)	(\$23,835)		
	\$337,454	\$352,508		
5 Kirk Avenue	\$10,000	\$10,000	\$ 360,000	*
accumulated depreciation	(\$1,200)	(\$800)		
	\$8,800	\$9,200		
22 -26 Carey Street	\$232,141	\$232,141	\$ 120,000	*
accumulated depreciation	(\$17,397)	(\$8,112)		

	2015	2014		
94 Meehan Street (incl 92) \$145k valuer	\$214,744	\$224,029		
accumulated depreciation	\$5,162	\$5,162	\$ 5,162	at cost 2015
	(\$585)	(\$379)		
	\$4,577	\$4,783		
3/78 Crawford Street	\$33,828	\$33,828	\$ 85,000	*
accumulated depreciation	(\$3,608)	(\$2,255)		
	\$30,220	\$31,573		
3 High Street	\$200,000	\$200,000	\$ 200,000	*
accumulated depreciation	(\$15,333)	(\$7,333)		
	\$184,667	\$192,667		
93 Green Street, Lockhart \$130k valuer	\$40,000		\$ 40,000	at cost 2015
accumulated depreciation	(\$1,200)			
	\$38,800			
2 Mangaroo Avenue	\$147,113		\$ 147,113	at cost 2015
accumulated depreciation	(\$490)			
	\$146,623			
49 Pioneer Street	\$41,073		\$ 80,000	*
accumulated depreciation	(\$1,642)			
	\$39,431			
Total Written down value of Buildings	\$2,869,982	\$2,796,218	\$ 5,242,275	
Total Land and Buildings	\$5,627,156	\$5,357,462	\$ 8,917,730	
Excess of Valuation over carrying cost			\$ 3,290,574	

Valuations supplied by Nicholas D Lucas AAPI Licenced Real Estate Valuer
Date of Valuation 13 October 2015. The Directors believe the market value of all properties would not have diminished since 13 October 2015 and also the two addition in late 2015 have a carrying value of at least the cost of acquisition. The properties valued at cost in yellow ink
The overall valuation of the land and buildings exceed the book value by **\$3,290,574**

Valmar Support Services Ltd

a company limited by guarantee

NOTES TO FINANCIAL STATEMENTS note

Note 12 Plant and equipment

	2015	2014
Plant	\$1,062,509	\$813,657
less accumulated dep	(\$767,686)	(\$713,817)
Motor vehicles	\$2,192,445	\$1,898,581
less accumulated dep	(\$1,385,334)	(\$1,317,989)
Total	\$1,101,934	\$680,432

Note 13 Payables

Trade Creditors	\$176,711	\$325,835
GST	\$254,913	\$237,704
PAYG from wages	\$107,718	\$87,616
Bond on 66 Russell Street	\$990	
Total	\$540,332	\$651,155

Note 14 Provisions

Prov for Employee Benefits LSL only	\$765,747	\$668,110
Prov for Employee Benefits Annual Leave	\$610,570	\$525,812
Provision for Workers Comp premium	\$0	\$297,702
Client money in advance	\$19,264	\$18,093
Total	\$1,395,581	\$1,509,717

Sick leave: A provision is not raised in the financial statements to reflect this contingent liability. The nominal liability as at 30 June 2014 is \$562,589. The likely liability would be an unknown fraction of this sum. No sick leave is payable as a termination payment and is paid only by being sick.

Note 15 Mortgages- Westpac

Loan - Highland Ave	\$61,556	\$63,568
Loan - 90 Simpson street	\$65,353	\$73,419
Loan - Meehan Street & Mangaroo Ave	\$348,016	\$104,934
Loan - Consolidated	\$1,295,246	\$1,210,476
Total	\$1,770,171	\$1,452,397

Note 16 Statement of Changes of Equity

Accumulated Funds begin of year	\$5,383,116	\$5,037,882
Community Transport Replacement Reserve	\$208,058	\$208,058
Workers Compensation Reserve	\$297,702	\$0
Net Profit for year	\$896,078	\$345,234
Total	\$6,784,954	\$5,591,174

Community Transport Replacement Reserve

The contract for the takeover of the Queanbeyan Community Transport Service requires Valmar to set aside the funds received for this purpose to be set aside for the future maintenance of this service.

Workers Compensation Reserve

Funds set aside for extraordinary future workers compensation claims that exceed normal past and future claims. Allocated from prior year 2010 provision that never materialised.

Note 17 re Client Equity

The organisation has borrowed funds and purchased property to sub let to people with disabilities on a long term basis. To assist in the purchase, and by so doing secure long-term security of occupancy for rental to disadvantaged people, individuals with disabilities have injected funds on an interest free basis, at an agreed percentage of the value of the purchase price, to assist with the deposit.

When any of these individuals cease occupancy for whatever reason, the organisation will repay their funds, equal to the percentage of the value of their input, but the amount repaid is calculated on the current value of the property. Thus the total eventual liability maybe more than the sums of money contributed by individuals.

Monies contributed by client	\$32,120	\$32,120	
Provision of Client equity liability	\$60,535	\$63,766	
Total	\$92,655	\$95,886	\$3,231

\$1,376,317

Statement of Cashflows

Valmar Support Services Ltd

a company limited by guarantee

ABN 38 060 125 340

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	2015	2014
CASH FLOWS FROM OPERATING ACTIVITIES		
RECEIPTS		
Trading income		
Sales and services	\$1,685,160	\$1,447,518
Government funding related to current year	\$11,015,948	\$9,337,946
Interest Received	\$55,244	\$51,008
Rent Received	\$220,920	\$226,531
Other Income	\$48,832	\$26,738
Donations	\$23,093	\$5,920
	\$13,049,197	\$11,095,661
PAYMENTS		
Suppliers	(\$2,650,986)	(\$2,394,744)
Wages Superannuation & Work Comp.	(\$9,765,581)	(\$8,303,833)
Rent paid	(\$68,218)	(\$70,412)
Interest Paid	(\$5,039)	(\$5,404)
	(\$12,489,824)	(\$10,774,393)
NET CASH SURPLUS FROM OPERATING ACTIVITIES	\$559,373	\$321,268
CASH FLOWS FROM INVESTING ACTIVITIES		
Funds from:		
Sale of assets	\$16,024	\$6,233
Client Monies in Advance (redeemed)	(\$3,321)	\$9,760
Increase (net) in Mortgage Loans	\$317,774	\$286,910
Funding received in advance for future period	\$307,502	\$177,142
Application of Funds:		
Property Development costs	\$0	\$0
Purchase and development of real estate	(\$338,186)	(\$203,372)
Purchase of plant & vehicles (net of sales)	(\$302,716)	(\$86,258)
sub total - Investing Activities	(\$2,923)	\$190,415
NET CHANGE TO "CASH" FOR FOR YEAR	\$556,450	\$511,683
Cash at Beginning of Year	\$2,899,895	\$2,388,212
Cash at End of Year	\$3,456,345	\$2,899,895

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VALMAR

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