



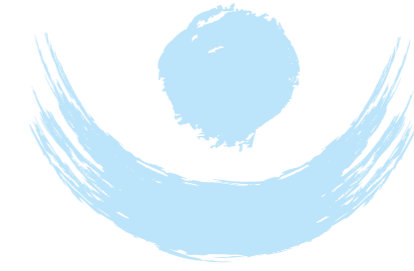
VALMAR

Linking Community



Annual Report 2016

HAPPY 50th
BIRTHDAY!



VALMAR

Linking Community

Annual Report 2016



About Valmar

Overview and History

For 50 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 area 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 Department 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, the National Disability Insurance Scheme (NDIS) and the Commonwealth Department of Health through the Commonwealth Home Support Program.

Board of Directors 2016



ROY HUMPHRIES
Chairman



DENISE MCGUIRE
Secretary



NARELLE GILHOLME



MARGARET LANGRIDGE



NATALIE RANDALL



MICHAEL STEWART



JOY CARTER

Organisational Structure 2016

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
Business Services



PAM VINCENT
Manager
Client Liaison



CRAIG VAN RIJSWIJK
Manager
Training
and Employment Access



LISA WHITTAKER
Manager
Accommodation
Western



MELISSA CLEAR
Manager
Aged and Community
Transport Services



BETTY BANKS
Manager
Lifestyle Connections

Linking
Community

President & CEO Report

It is pleasing to be able to report that the 2015-2016 Financial Year saw Valmar yet again perform strongly, both in terms of positive outcomes for those people we support, in terms of the financial and operational health of the organisation as a whole, and in terms of growth. This is especially gratifying as Valmar is now about to celebrate its 50th Birthday. Starting in 1966 as a tiny, voluntary, localised and totally parent run organisation, Valmar has been through three corporate restructures/ name changes, grown to be Tumut largest company, become almost fully staffed by qualified professionally paid staff, expanded to cover much of S.E. NSW and the ACT, diversified into Aged Care and Community Transport and yet still remains closely connected to the families and informal networks of those people we support.

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 s (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.

The ADE sector will undoubtedly go through a period of profound change with the impending arrival of the NDIS and the inevitable resolution of the long-running wage determination issue. Due to decisions taken some years back Valmar remained insulated from the wage issue again in 2015-2016, but it may well become a significant issue in 2016-2017 or beyond. To remain relevant and viable, Valmar's ADEs continue to evolve from the old model of Supported Employment Services to Social s – businesses with a socially motivated goal.

Living

Without doubt this last year has seen the single biggest growth phase in Valmar's 50 years through the ACT Government's move out of operating group houses, and the Guardians of residents of 14 of these houses selecting Valmar as their service provider. By the end of the 2015-2016 financial year Valmar had successfully transitioned all of these ex Disability ACT group houses, and set up one brand new group house of our own in the ACT, and all in an 8 month period. These Canberra services now make up approximately 1/3rd of Valmar's total activity, staffing and turnover.

All our existing NSW community based accommodation support options have continued to deliver the right support in the right locations and to grow gradually. All of course are busy preparing for the NDIS.

25 years ago Valmar operated one small drop-in accommodation arm in Tumut only, and offered no high-support group home support. By June 2016 Valmar operated 24 high-support group homes, 6 low support group homes, and supported many individuals in their own flats or units, with these services located in Tumut, Gundagai, Yass, Goulburn, Queanbeyan and throughout Canberra.

In addition to our disability services, Valmar now support many frail aged individuals to remain living in their own homes with domestic assistance, personal care, social support and of course meals on wheels. This aspect of our operations continues to consolidate and expand.

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 staff, 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.



ROY HUMPHRIES
Chairman



HUGH PACKARD
Chief Executive Officer

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

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. This 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 after a delay caused by the NDIS changing their IT Portal, the new program LINKS-U will be rolled out in late 2016.

The NDIS has certainly thrown down a challenge to service providers such as Valmar....we must redefine our role and relevance, ensure we are efficient, remain an employer of choice and maintain our close connections to the people we support and their families... all within a totally new, competitive funding and trading environment. To date the NDIS has provided Valmar with far more opportunities than we might have foreseen, but realising these has taken focus, effort, expenditure and a fair dose of courage.

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 2015 – 2016 period.

As the audit shows, Valmar is reporting an operating surplus, as we have in twenty of our twenty three 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, particularly their willingness to rise to the challenge presented by our significant growth and changed ways of doing business. 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 administers and implements a variety of human resource functions and services to other Valmar departments and services areas, including policy and procedures, recruitment and retention, staff training and development, employee and industrial relations, Workplace Health and Safety, injury management and return to work programs.

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

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

The HR Department consolidated its service provision model of partnering with the managers and coordinators of other departments and service areas in providing and delivering human resources services, support and advice in response to complex human resources issues.

Recruitment

The number of employees across all Departments and locations increased substantially to 388 by the end of the last pay period to 30 June 2016.

The graph below shows the increases in total staff employed by Valmar from 2011-2012 through to 2015-2016.



New ACT Accommodation Services

To assist with Valmar's transition into the ACT, HR organised and participated in ten separate recruitment exercises where over 130 applicants were interviewed and assessed for their suitability to provide services to Valmar's new clients. As a result, offers of employment were made to 81 new employees in the following employment categories: one HR Coordinator (Mark Beanland), one Client Quality Coordinator, 14 House Coordinators, 38 Permanent Part-time Support Workers and 27 Casual Support Workers. Each of these new employees received induction information from HR on Valmar policies, timesheet and payroll arrangements (in collaboration with Payroll staff), available training through Valmar's training calendar and, where applicable, information and assistance with salary packaging.

To ensure that staff were fully conversant with Valmar's policies and procedures, six Compulsory Induction and Policy Training sessions were held approximately every month coordinated by HR Coordinators, Michelle Erbacher and Mark Beanland.

Internal training was provided on Identifying WHS Risks (including completing risk assessments). External training programs were provided to staff about Senior First Aid, Epilepsy Awareness, Non Violent Crisis Intervention and Person Centred Planning. The Rubber hits the Road sessions, held in February 2016, were also well attended by staff from the Canberra and Queanbeyan region.

The general feedback from new staff employed in the ACT is that they have found the transition to Valmar to be an enjoyable and rewarding experience which has allowed them to provide improved services and better experiences to our new clients. However, there were some employees who found it difficult to adjust to the transition from the government sector to Valmar and, as a result, six employees finished their employment with Valmar during this reporting period.

Policy and Procedures Review Project

Valmar commenced a comprehensive Policy and Procedures Review Project in May 2016 for the purpose of reviewing all existing Valmar policies and procedures and identifying revisions to these essential documents to ensure Valmar's policies and procedures are NDIS-ready and sufficiently 'future-proof'.

Staff training and development

Gaye Duncan, Human Resources Coordinator, coordinated Valmar's training calendar and traineeship program this financial year.

Changes to traineeship funding created the need to find alternative programs to support employee professional development. Traineeship numbers remained stable this year. A new School Based Trainee commenced with Griffith Centre Based Aged Care Program.

Valmar's New Apprenticeship Centre is now MEGT. All contracts are managed through their Wagga office.

External training providers continue to offer staff the opportunity to increase skills and knowledge. Training was targeted at skill gaps in services. Valmar continued to offer quality training programs for staff presented by subject matter experts across a range of topics, particularly in behaviour management, addressing abuse and neglect, mental health and disability.

Valmar's internal training programs included fire safety, compulsory induction and policy workshop for new staff, transporting clients, and reportable incidents in disability group accommodation.

Staff were offered the opportunity to complete modules from the Advanced Diploma Leadership and Management.

Valmar engaged Access EAP to provide the Employee Assistance Program this year.

Audits

Internal audits were completed for 53 services during the year as part of Valmar's internal audit schedule. New services in the ACT were included in the audit schedule. The focus of future audits will be around service compliance with NDIS plans.

BSI conducted the review of Business Services and ISPM 15. The audit outcome was favourable.

External audits by the Food Authority were also completed.

Workplace Health and Safety (WHS)

After having a complete 12 months to enter WHS hazards and reported incidents into the WIN HR system, analysis has shown that injury/illness events comprised 53% of the total events reported, followed by 22% of near misses. Of the injury/illness events, 47% were report only, covering the following categories: Environmental, Fire, Near Miss, Noncompliance, Property Damage and Vehicle Accident. The positive outcome from this report reveals that Valmar's WHS and reporting methods are being effectively communicated and implemented, thereby creating a strong work health safety culture throughout all of Valmar's operations and work locations.

Valmar's WHS Representatives and Officers, Steve Magann, Lyn Walker, Rick Broad and Michelle Erbacher, continued to conduct regular WHS site inspections. The WHS Team is pleased with the acceptance by new ACT support workers and coordinators to follow and implement Valmar's WHS-related policies and procedures.

Steve Magann conducted work health safety training including Manual Handling, Fire Safety, Identifying Risks and Hazards as well as Incident Reporting. Within this period, Valmar purchased a new Test and Tag machine, which has been used to conduct regular test and tagging of electrical equipment for Valmar.

Workplace Injuries

There were 36 reported injuries in total (comprising First Aid Injury + Lost Time Injury + Medically Treated Injury). There were seven Lost Time Injuries (LTI) from work across several services:

SERVICES	INJURIES
Accommodation Services	6 Reported Injuries (1 x LTI)
Aged Support Services	3 Reported Injuries (1 x LTI)
Day Programs	8 Reported Injuries (2 x LTI)
ADEs	19 Reported Injuries (3 x LTI)

MARK HOGAN

Manager Human Resources





Client Services

Through our quest to ensure we were NDIS ready, this year has been one of significant growth, with Valmar welcoming many new clients and staff from the ACT. The NDIS roll out in the ACT, provided Valmar with valuable opportunities and we continue to be proactive and prepare for the ongoing challenges that the NDIS brings to our clients, families and our staff. Our knowledge will continue to develop and our Client Management System, Links-U is flexible enough to adapt as we continue to learn and work together through these challenges.

Last year I anticipated our new Client Management System Links-U, would be ready and operating in a number of our locations. However, with the implementation of the NDIS on 1 July 2016 in the Southern NSW region, and the concurrent release of the NDIS My Place on-line hub, we decided to hold off until after 1 July. This provided us with an opportunity to ensure the product we had developed remained "fit for purpose".

Throughout the year, we continued preparing our clients, their families and staff in readiness for the NDIS in Southern NSW. Many of our Valmar teams have been working closely with families and clients, assisting them with their NDIS planning meetings. In addition to guiding and training our new teams of staff in the ACT with their transition to Valmar, in early 2016 we hosted our first organisation wide road show "The Rubber Hits the Road", which was held over three consecutive days in three of our major operational locations. These conferences were invaluable and provided an opportunity to bring together both new and existing staff and also, share with staff future organisational developments, changes and opportunities.

With our growth into the ACT, and the NDIS soon reaching out to a large portion of our operations in Southern NSW, the functions of the Client Systems department have been escalating and recruitment is well underway, so that we can ensure the capacity of this department continues to meet functional requirements.

Information Technology

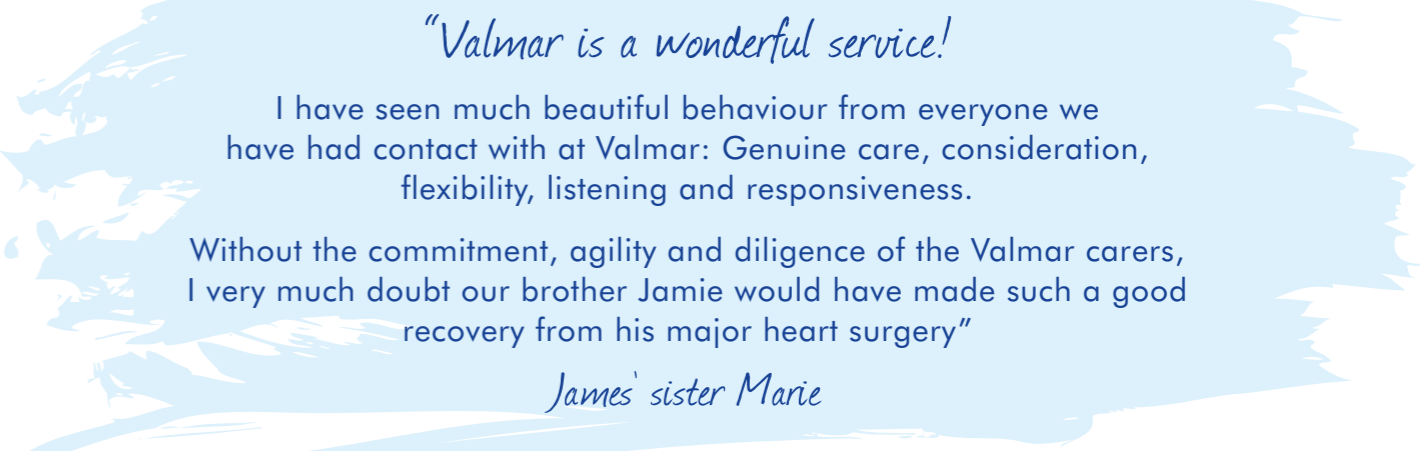
The year 2015/16 was a busy year for the IT team. We have performed the two largest IT projects in Valmar history by migrating all the remaining workloads from the Tumut data centre to a private cloud hosted in Sydney & implementation of disaster recovery centre in Melbourne. With the completion of these projects, Valmar has moved 100% of its IT workloads to the cloud and turned off the data centre located in Tumut, which served Valmar for many years. Migrating the workloads to the cloud has given us the scalability, flexibility, business continuity, accessibility and performed flawlessly with the major business expansions we had during the financial year. Both projects were completed by Valmar IT team without any third-party vendor interventions.

With the significant growth of locations and services, we had to implement a mechanism for the clients who are seeking services to be connected with the subject matter experts local to the geographical location to the client. 1300 VALMAR was launched with postcode based call routing and now clients are connected with the correct person based on location and the required service.

There were numerous medium to small projects including the roll out of iPad to Managers, converting the smartphones fleet to Microsoft Windows Phone for Managers and Coordinators, replacement of computers, etc. which has been successfully carried out by the IT team.

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

RASIKA AMBEPITIYAGE
Manager Information Technology



"Valmar is a wonderful service!"

I have seen much beautiful behaviour from everyone we have had contact with at Valmar: Genuine care, consideration, flexibility, listening and responsiveness.

Without the commitment, agility and diligence of the Valmar carers, I very much doubt our brother Jamie would have made such a good recovery from his major heart surgery"

James' sister Marie

Links-U is one of our key business initiatives and this system has now been tested for NDIS readiness and its capacity to support our organisation into a "transactional future". I am pleased to be able to say that Links-U is ready to "go live" and our teams are looking forward to having a system that will support our business operations through creating efficiencies and streamlining processes.

With the NDIS giving choice and control to individuals, we were delighted to be the choice for a number of people and their families in the ACT. We now operate a further 15 group homes in the ACT, with 44 new clients, where we are now delivering shared living supports. More importantly, valued relationships continue to be fostered amongst our clients, their families and also with our staff across the organisation.

In closing, I would like to thank all of the teams for your dedication, passion and focus on our clients and their families. If we continue with enthusiasm and maintain our ability to be responsive, we will continue to achieve and enhance the lives of those we support. We are fortunate to have such a remarkable team of staff working together to support our amazing clients.

SONIA GOGALA
Manager Client Systems



Valmar Australian Disability Enterprise Services

This year has again been successful for VBS management/staff and all disability employees.

In April 2016, VBS and a selected number of Pinecom Timber disability employees, all agreed to participate in a national Australian Disability's wage trial, known as a modified supported wages assessment (which is primarily a productivity measurement). The feedback, which was received from all participants, was: they enjoyed the experience and now have a better understanding of the meaning of a productivity-based wage assessment.

The purpose of this trial was to validate alternative wage determination methods and assist the Department of Social Services in a long-running process of determining fair and legal wages for employees with disabilities. Hopefully, there will be more to report on this next year.

Pinecom Timber continues to excel in all areas of operations, and they have recently seen technology advancement by introducing optimising saws in the timber factory, which almost immediately have delivered higher throughput of timber.

Disability employees have also been a major part of this success, with their strong can-do attitude and commitment to Work Health and Safety practices. They continue to show they are a valuable workforce.

Snowy Mountains Catering continues to provide hot and frozen meals to elderly and vulnerable people. Over 120 meals, with all fresh ingredients, are prepared and cooked each day at the SMC kitchen. I am hopeful that this number will continue to increase in 2016-17.

As with ageing customers who are looking for an easier life, some disability employees who have given many years of hard toil over the years at other VBS, have now moved across to SMC, into a more comfortable work setting.

Through a successful partnership with the Tumut Shire Council (now Snowyvalleys Council), Pinecom Recycling continues to improve and evolve its services at the Gilmore Waste and Recycling Centre. March 2016, saw the introduction of a new Chemical drop-off facility and further good sales of quality goods for the Valmar OP shop.

At the writing of this report, the NSW Government has just announced they will be introducing a Container Deposit buy back scheme in July 2017. Pinecom recycling is eagerly awaiting to see whether it will become a buyback centre. If successful, this will change the operation dynamics significantly, but in a positive way. Even without becoming a buy-back centre this Government initiative will see our trading situation, and commodity values improve greatly.

JOHN STANFIELD
Manager Business Services



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, swimming and working on their Learners Permits and car licences. CDI also have 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. TTW clients are working towards employment and will exit their programs with paid work at the end of this year.

CDI currently have 6 students from different schools in the region including Gadara School, Tumut High School, Batlow Technology School and Tumbarumba 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.

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.

Our Transition to Work clients have gained employment in their chosen fields and are completing different vocational certificates.

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. CDI clients also cleaned up at the Yass Show winning 1 Highly Commended, 2 first places and 2 seconds. All clients were very happy with their results. 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: This service has 29 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

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. Several clients are working towards their Certificate 3 in Childcare.

Focus has been 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 Meals On Wheels Weston, St Benedicts, St Vincent de Paul, Kindy Patch, Acacia 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 major focus.

CDI continues to work under National Disability Insurance Scheme. We have been approved to run the new School Leavers Employment Scheme funded by the NDIS. 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, through a person centred approach, provides accommodation support to a total of forty-five service users in the Tumut & Gundagai region. This service strives to support those service users as valued members who participate actively in their local community, to live their lives in a community environment, as independently as possible.

A person-centred approach gives individuals choice and control and aims to assist people to identify the hopes and dreams they have for their lives and to work towards meeting their goals and to achieving those hopes and dreams.

Funding for the service continues to be provided by ADHC in this region, with additional funding sourced through Interlink and Intereach. Funding types include Drop-in Support, Supported Living Fund, Adult Group Homes, Community Living, Boarding House Reform, and Leaving Care. One service user had brought to the region their NDIS funding when they moved from the ACT. Tumut Community Living provides Independent Living Skills, Social Support and Personal Care Support to this service user.

Accommodation Services Western Region supports twenty-four hour "high support" accommodation places for twelve service users, in both traditional "group home" model of accommodation, as well as "cluster" type accommodation, where individuals have more individual space, but support is available if and when needed.

Twenty-two service users are provided with "drop in" accommodation support. The amount of support per day varies to meet individual needs.

Regular overnight Respite Support in a community environment is provided to seven service users in Gundagai. These service users still live at home with family members, but spend part of every week living independently in Adult Group Home style of accommodation.

Thirty-four full-time, permanent part-time and casual, Residential Support Staff and Senior Support Staff provide the support needed to operate these services. They are assisted by 5 full-time Coordinators and one Service Manager.

One part time Support Worker assists with the clerical administration.

All support staff hold, or are working towards completing a Certificate 3 or 4 in Disabilities, or an equivalent qualification. They receive training in First Aid, Non-violent Crisis Intervention, Person Centred Planning and Positive Behaviour Support

Additionally, staff receive training in a wide range of topics including Epilepsy, Diet and Nutrition, Mental Health, Diabetes. One team of staff are proficient in supporting a service user who has commenced dialysis with complex dietary and health needs.

We have also sourced training for all staff where available regarding the NDIS.

The service continues to be focussed on meeting the requirements of the NDIS when it is rolled out in the Western Region in 2017, considering not only how we ensure the needs of our current service users continue to be met, but the services we can offer to potential new clients.

The NSW Ombudsman's Office continues to regularly monitor the Group Homes of the Service via the Community Visitors Program. The Disability Advocacy Network meets Service user's advocacy needs and local training for people with disabilities.

Western Accommodation Services provides activity programs for three days per week. Programs provide both development and maintenance of skills, such as cooking, music and exercise programs, and attending Bowls, playing pool, swimming, art & crafts, Riding for the Disabled. Meals on Wheels delivery is 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 continue attended the Celebration of Ability Dance held by DAN in Wagga Wagga each

December to celebrate International Day for People with a Disability.

The goals of individuals continue to be met in part through a large variety of community networks including: Fishing Clubs, Sing Australia Choir, Tumut Country Music Club, Riding for the Disabled, Tumut Aero Club, Landcare, St. Vincent De Paul, Gundagai Golf Club, accessing Tumut TAFE, local church groups, sporting and service clubs.



Attending a variety of social events is important to many service users, and includes a variety of Dinner Dances in the region, regular Thursday night Social dinners and Birthday Parties, regional community events, art shows and festivals. Local horse and cattle events are always popular.

Thanks to Hello World Travel and Goodes coaches for organising travel to the Trundle ABBA Festival, as well as a long weekend to the Narooma, including a great lunch with the seals at Montague Island. A very big thankyou also to those who volunteered their time to support people on these trips.

A trip to Jindabyne Sport and Recreation Camp allowed all those attending to try new activities and focus on the importance and pleasure of fitness and activity.

Service users have enjoyed individual holidays to the Bathurst races, South Coast Fishing Trips, Tasmania, the Gold Coast and Victoria.

Two State of Origin Games have been a highlight for some Service Users this year, while others have enjoyed the opportunity to see the up and coming Greater Western Sydney Giants play, and of course, keen supporters have attended Canberra Raiders Games.

Visits to Oasis Aquatic Centre and Ten Pin Bowling in Wagga Wagga continue to be popular activities, as does Henty Field Days.

LISA WHITTAKER
Manager Western Accommodation



Accommodation Services Southern Region

Southern Accommodation has expanded over the last twelve months from only having three houses in Yass and two houses in Queanbeyan to now include fifteen houses in the ACT as a result of the NDIS roll out and the privatisation of houses run by Disability ACT. There are another two houses transitioning over the next month or two.

This has increased our client numbers from twenty one clients to sixty three. There are another three clients starting to transition to vacancies as well. I expect that by the end of this year the number of clients will be seventy in total for the Southern region.

Staff numbers have increased from around fifty to over one hundred and twenty, the majority of whom are engaged as permanent staff. It has been a challenge logistically to recruit and induct staff, but given the rapid growth, Valmar has managed to transition the houses with little or no negative impact on the clients. We are still in the process of further recruiting. I am very pleased overall how smoothly things have gone.

Disability ACT was very helpful and flexible in assisting the smooth transition and handover.

The clients in the ACT are all doing very well and are starting to enjoy their newfound freedom to be able to go where they want and have programs tailored to their individual needs.

Clients from three houses have been down to Tuross Heads to see Johnny Cash Tribute concert and some have been as far away as Young to attend a dance put on by Lambing Flat s. They regularly attend dancing at the Causeway Kingston facilitated by Sally Ruiz Diaz and Graeme Morris. They have attended "Matilda" in Sydney as well as the Royal Easter Show. There is bowling, markets, table tennis, swimming, regular dinners out and the list goes on.

The Valmar 50th Anniversary dance was held at the Woden Hellenic Club on the 3rd September to welcome the new ACT clients and their families to Valmar. There was a very good attendance of one hundred and ninety three. The clients all seemed to enjoy the night with our very own DJ and CEO Hugh Packard providing the music, supported by DJ Tony Webb.

I expect that Valmar will continue to expand albeit at a slower and steadier rate in the future.

Thank you for all the hard work that HR, IT, Client Systems, Payroll and the new ACT Coordinators and support workers have put it to allow for this rapid and unprecedented growth of Valmar.

JOY WHITTON

Manager Southern Accomodation



Aged and Community Transport Services

2015/2016 has been another year of growth and change within the Community Aged and Transport sectors. I'm extremely thankful for the enthusiasm and positive approach that my team of co-ordinators, support workers and volunteers have had towards these systems and sector changes. Their attitude, dedication and acceptance of change allowed our services to create, implement, develop and transition our sector specific client systems, while still providing and maintaining daily service provision to support over 950 valued clients across our regions. My Aged Care, EziTracker, Data Exchange and Trips now incorporate all of our referrals, reviews, rostering and reporting, with the service preparation occurring for the imminent arrival of the Transport-specific C-Tabs system.

Continuing with our high level of service compliance we have strengthened our working partnerships with the Service Providers whom currently hold the Community Aged Care Packages for our communities. By working within these partnerships it has enabled Valmar Aged Support Services to continue to ensure continuity of care and local service provision. This in turn, allows our clients a seamless service transition through their changing needs and levels of packaged support. Our clients/carers are able to retain the staff they choose, with whom they have built respect, rapport and trust, enabling them to continue to live in their own home and community. Valmar aged and transport services base our service provision on independence while ensuring 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 within our communities by attending and providing displays and presentations at various Expo's, Healthy Active Lifestyle functions, community gatherings, interagency, and of course holding our annual Seniors Concert in Batlow. Carers Week, Seniors Week and National Meals on Wheels Day are just few examples of events that have been acknowledged and celebrated by our services. Our fabulous group social outings are gaining

more and more interest. With our clients guidance and their requests we have seen our Griffith, Lockhart Urana groups, our Tumut Batlow Gundagai Groups, our Crookwell Boorowa Goulburn Groups and our Queanbeyan Yass Bungendore groups enjoy social days out to Griffith, Altina Wildlife Park, Floriade, Bright, Batemans Bay, Melbourne Footy Games, Jerilderie, Tocumwal, Albury, Beechworth, Tarcutta, Jingellic & Junee to name a meagre few.

This year through our Community Transport program we were extremely fortunate to be invited to be members of the Steering Committee for the Batemans Bay Getting Ready Together Indigenous Conference for the Southern Region. My staff and volunteers, from both Queanbeyan and Goulburn Community Transport, provided awe-inspiring support and transport to families, carers and individuals ensuring they were able to gain a valuable culturally specific insight into the NDIS.

Once again I must finish with a massive thank you to our wonderful staff and volunteers for their dedication and amazing efforts in recognising a person's need for a life of independence with dignity, respect and the potential for all to achieve their own aspirations regardless of age or culture.

MELISSA CLEAR
Manager Aged and
Community Transport Services



Day Programs

Looking back over my first report in 1996, the changes have been many. Back then there was myself and 2 others sitting in the kitchen at the end of the day, informally discussing our day's events. I definitely miss those days, but I can hear our CEO saying "move with the times...change is good", which brings me to what is now the biggest change since my time in disabilities, the National Disability Insurance Scheme.(NDIS)

All staff of day programs have been preparing for these changes over the last 2 years. Our CEO has been very proactive in ensuring information on the NDIS is shared and the same level of understanding is applied from support workers to Management through informative workshops in all our service areas as well as encouraging all staff to attend external workshops and information sessions.

Changes to service delivery have been made and will continue to be made in order to have us ready for the NDIS. Our service will now be operating 52 weeks of the year to allow choice for families with only a small closure over the Christmas break.

We are now operating 1:1 programs under the NDIS in Canberra, with a more individual focus for the client we support and the feedback from families is very positive for Valmar

Staff, and we continue to have new enquiries for this service type.

All day program staff continue to update their skills in order to maintain our professional and caring role, which is important to the families and clients we support. Valmar provides an internal training calendar offering a broad range of training to meet all clients / staff's needs.

All service areas offer similar activities and we continue to connect clients into mainstream programs, allowing them to build networks and friendships within their local communities.

Activities include Music, ten pin bowling, Swimming, local men's shed (woodwork), Zumba and dance classes , Tia Chi and yoga, Art and craft, days out in Canberra, days out in Wagga, trips to participate with other services in sports and BBQ lunches .

Some of the highlights of the year which stick in my memory were the Country and Western Day at Yass, the Talent Show in Queanbeyan and the Disability Sports Day which was also held in Yass what great days of fun and enjoyment for all that attended and participated.

Flexible Respite Options- Western Region

We now have six children accessing our Respite services holding individual packages and a steady stream of brokerage from other providers.

Usage of the respite flat at Kirk Ave has been steady with clients stays ranging from a few days up to 3 weeks at a time.

Clients have also enjoyed the ever popular dance and holidays either away with family or supported by Valmar staff.

Finally I would like to thank our professional team of staff and local communities for their continued support

BETTY BANKS

Manager Lifestyle Connections



Community Living and Recreation

The southern community living and recreation program encompasses the NSW towns of Goulburn, Yass, Queanbeyan and more recently the Canberra area.

These services in 2015- 2016 have expanded to include NDIS Canberra families as well as the existing NSW funded services of Community Living and Leisure Link. The transition to the NDIS has been ongoing and interesting, providing high quality, flexible person-centred services for approximately 40 clients and 400 hours to individuals delivered each fortnight with drop in or brokerage of support.

Valmar Community Living provides efficient, flexible and responsive delivery of supports and our goal is to provide quality staff who are capable of working with NDIS ready families and the brokerage of flexible person-centred programs. Training has been extensive for staff with epilepsy management, behaviour management, NDIS updates and WHS outcomes.

The emphasis on activities and skills development goals in the expanding services of Canberra, Goulburn, Yass and Queanbeyan have included meal preparation, cooking classes, healthy options supporting people's active lifestyle, accessing the gym, aqua aerobics, walking and social groups for bowling and accessing the community. Travel training was a continuous improvement strategy established and linked in with making people more aware of the options to travel in and around the area to fulfil the social connections of dine-out, ten pin bowling, special Olympics swimming, Zumba and dance classes in Canberra. Technology has also played an important role with I Pad training provided by our skilled staff from Community Living. Community living also supported people to follow their goals, hopes and dreams and obtain work and accommodation in other regional towns.

The establishment of short trips away also proved to be popular with the ABBA Trundle trip, ORIGIN in Sydney, Vivid, Raiders game, camp Jindabyne, Brigadoon at Bundanoon, MRS BROWNS Boys show in Sydney, Swans game in Sydney, Shannon Noll concert, trips to coast and the Bathurst races and trips to Narooma with Hello World and of course many concerts at the clubs in and around the region. Other free attractions visited included war memorial, Canberra Zoo and Arboretum.

Ten pin bowling is very popular and approximately 14 people attend the competition for state and national ten pin bowling each week. Some bowlers attended the national championships in Melbourne for 12 days, playing competitive ten pin bowling and seeing the sights of Melbourne including Dracula and Sovereign Hill. The Christmas in July dance in Goulburn also proved to be popular highlight with Community Living organising the daylight dance for 200 people who attended in July.

So, a busy year for all involved, linking in with other community networks and assisting families with their NDIS transitions.

PAM VINCENT
Manager Client Liaison



Administration & Governance

Administration and 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 St Tumut.

Property Management

A number of properties underwent extensive modifications and upgrades, and two properties were purchased. One was a group house in Canberra and the other a commercial building in Queanbeyan.

Each of these was fully occupied by the end of the financial year

The Yass, Queanbeyan, Goulburn Solar Project was commissioned near the end of the financial year with solar panels planned for four additional Valmar sites in these towns.

The main office at 75 Capper Street saw the boardroom somewhat reduced with the creation of an additional office for the Client Relations/Systems Team.

Plans were drawn up for work at our Batlow and Lockhart buildings and this work should be commencing in 16-17.

The Valmar Archive Shed was completed and commissioned at the Carey St site.

Fleet Management

With the growth associated with the new group houses in Canberra, this aspect of our operations has been extremely active this year with many new and replacement vehicles purchased.

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 2015- 2016 were Austbrokers who manage all our insurances other than vehicle Green Slips (NRMA) 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 its 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

These 65 employees have been working for Valmar for more than 10 years.

Valmar is proud to acknowledge all these employees who have contributed so much to our services and to the success of Valmar over many years.

No of years	Name	No of years	Name
10 YEARS		11-15 YEARS continued	
10	Christopher Campton	11	Lisa Raponi
10	Diane Salter	11	Catherine Sheather
10	Michael Skein	11	David Smith
10	Denise Smart	11	Gregory Webb
10	Natalie Stevens		
11-15 YEARS		16-20 YEARS	
15	Stephen Jeffrey	20	Jason Burt
14	Narelle Annetts	19	Lisa Whittaker
14	Rhonda Crawford	18	Elizabeth Stokes
14	Kim Ferella	17	Mitchell Goodsall
14	Serina Halangahu	17	Patricia North
14	Kristen Hayes	16	Catherine Lawrence
14	Deidre Hulm	16	Cheryl Noble
14	Joanne Jackson	16	Craig Van Rijswijk
14	David Johnston	16	Anthony Webb
14	Mary Lambert		
14	Robert McLeod	21 YEARS +	
14	Pam Vincent	25	John Stanfield
14	David Walker	24	Terry McGrath
14	Doreen Whitton	24	Wendy McGuire
14	Denise Wiggins	24	Hugh Packard
13	Lauren Arentz	23	Troy Jackson
13	Cecil O Hara	23	Harold Portors
13	Jennifer Rawlinson	22	Jason Cole
13	Maxwell Rowney	22	Gregory Quilty
13	Maureen Shanta	22	Kathleen Rosetta
13	Steve Wullaert	21	Betty Banks
12	Raquel Bennetts	21	Damian Booby
12	Kevin Denny	21	Catherine Harris
12	Gaye Duncan	21	Kelly Hibbens
12	Jeffrey Dunn	21	Barbara O Hara
12	Paul Lees	21	Malcolm Porteous
12	Matthew Sanson	21	Melissa Tee
11	William Campton		
11	John Osborne		
11	Brett Rankin		



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 2016

DIRECTORS REPORT – 2016

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

Name	Occupation	Board experience in years
Denise Marlene McGuire	Carer	23
Roy Humphries	Retired Engineer	19
Narelle Gilholme	Carer	16
Margaret Langridge	Owner/manager	6
Michael Stewart	Teacher	3
Joy Carter	Retired Teacher	2
Natalie Randall	Financial Advisor	1

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 \$810,404 after providing \$534,032 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 2015-2016 in terms of :

- * Number of people supported
- * Hours of support provided
- * Financial throughput.

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 2015-2016 were...

- The significant expansion of operations in the ACT through the NDIS
- The purchasing of a group house in Tumut that was previously rented by Valmar
- The purchasing of an additional group house in the ACT
- The leasing of offices in the ACT
- The purchasing of offices in Queanbeyan

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

DIRECTORS REPORT – 2016

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 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 2016 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 27th October 2016

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 2016 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.

Director's Declaration

(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 2016 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 2016

TO VALMAR SUPPORT SERVICES LTD ABN 38 060 125 340
for the year ending 30 June 2016

Scope

I have audited the financial report of Valmar Support Services Ltd for the financial year ended 30 June 2016. 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 5 to 15.

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 2016 is \$1,072,541 (2015 \$657,600). 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 2016 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 1st November 2016

**Balance Sheet
as at 30 June 2016**

	note	2016	2015
CURRENT ASSETS			
Cash Assets	9	\$3,785,025	\$3,456,345
Receivables		\$903,349	\$587,057
less provision for doubtful debts		(\$6,800)	\$0
Inventory on hand		\$31,816	\$4,812
Prepaid expenses		\$0	\$130,593
Security Bonds		\$2,930	\$0
Loan Receivable	*	\$1,966	\$0
TOTAL CURRENT ASSETS		\$4,718,286	\$4,178,807
NON CURRENT ASSETS			
Land	10	\$3,337,174	\$2,757,174
Buildings	11	\$3,389,244	\$2,869,982
Plant and equipment	12	\$1,442,567	\$1,101,935
Loan Receivable	*	\$5,520	
TOTAL NON CURRENT ASSETS		\$8,174,505	\$6,729,091
TOTAL ASSETS		\$12,892,791	\$10,907,898
CURRENT LIABILITIES			
Payables	13	\$359,098	\$540,332
Unexpended Funding	8	\$543,135	\$307,502
Funding in Advance			\$16,702
Client Equity	17	\$84,761	\$92,655
Provisions	14	\$1,685,532	\$1,395,581
TOTAL CURRENT LIABILITIES		\$2,672,526	\$2,352,772
NON CURRENT LIABILITIES			
Mortgages Payable	15	\$2,508,526	\$1,770,171
TOTAL NON CURRENT LIABILITIES		\$2,508,526	\$1,770,171
TOTAL LIABILITIES		\$5,181,052	\$4,122,943
EQUITY			
Accumulated Funds begin of year	16	\$6,279,190	\$5,383,117
Community Transport Replacement Reserve		\$324,443	\$208,058
Workers Compensation Reserve		\$297,702	\$297,702
Net Profit for year		\$810,404	\$896,078
ACCUMULATED EQUITY YEAR END	16	\$7,711,739	\$6,784,955
TOTAL FUNDS		\$12,892,791	\$10,907,898

(\$0)

Valmar Support Services Ltd

a company limited by guarantee

ABN 38 060 125 340

Income Statements

For the year ended 30 June 2016

Classification of Expenses by Function

	note	2016	2015
Sales & Funding Revenue	2	\$16,942,132	\$12,993,674
Cost of sales	3	\$893,284	\$675,632
GROSS PROFIT		\$16,048,848	\$12,318,042
Other revenues from ordinary activities	4	\$417,275	\$679,322
Grant -Transport for NSW	16	\$116,385	
Write back of Worker Comp. Provision	16		\$297,702
Occupancy expenses	5	(\$380,778)	(\$417,540)
Administration expenses	6	(\$15,274,941)	(\$11,683,746)
Profit from ordinary activities before Transfer to Community Transport Replacment Reserve		\$926,789	\$1,193,780
Transfer to Workers Compensation Reserve	16	(\$116,385)	
Income Tax expense relating to ordinary activities	16	-	(\$297,702)
<i>income tax expense not applicable</i>			
NET PROFIT FOR YEAR		\$810,404	\$896,078

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 2016

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 2016 \$847,913 (\$2015 \$767,747) has not been reduced by a discount factor

As at 30 June 2016 the liability for accrued annual leave is \$814,190 (2015 \$610,570).

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 2016 is \$714,071 (2015 \$657,600).

Valmar Support Services Ltd

a company limited by guarantee

NOTES TO FINANCIAL STATEMENTS -2016

Note 2 & 3

	2016	2015
Sales Revenue		
Sales	\$1,137,226	\$1,135,100
Service	\$794,595	\$712,266
Total	\$1,931,821	\$1,847,366
FACS Funding	\$8,829,154	\$7,971,189
CRC Funding	\$81,895	\$230,455
DSS Funding	\$783,026	\$760,788
Funding NDIA	\$2,268,660	\$1,510
Transport for NSW – CTP & CHSP	\$1,149,636	\$963,955
Commonwealth CHSP Aged Funding	\$926,841	\$585,633
Local Government subsidy	\$116,800	\$116,395
Service Income – NDIS	\$12,954	
Total Funding	\$14,168,966	\$10,629,925
Brokered Support	\$829,595	\$516,383
AUSNAC payments	\$11,750	
Total	\$841,345	\$516,383
Total Sales Revenue	\$16,942,132	\$12,993,674

Note 3 - Cost of Sales including Programs and Training

	2016	2015
Program costs	\$468,977	\$308,274
Brokered Support	\$29,313	\$631
Seminars and Staff training	\$121,368	\$101,075
Contracted Maintenance	\$69,206	\$65,365
Materials	\$156,316	\$160,789
Sub contract & equip hire	\$33,776	\$38,739
Employee clothing and safety clothing	\$6,867	
Waste disposal	\$7,461	\$759
Cost of Sales	\$893,284	\$675,632

Note 4 -Other Revenues from ord. activities

Interest received'	\$41,395	\$55,244
Rent Received	\$244,009	\$220,920
Net Fundraising (Operating Surplus) below	\$3,070	(\$1,107)
Profit from sale of asset	\$22,012	\$16,024
Wages recovered from work insurance	\$8,025	\$11,685
Mis Income	\$33,885	\$28,463
Donations	\$64,879	\$348,093
TOTAL	\$417,275	\$679,322

Fundraising		
Gross Income received	\$8,144	\$11,106
Expenditure related to above	\$5,074	\$12,213
Net Operating Surplus	\$3,070	(\$1,107)
Expenses Ratio to Gross Income	62.30%	109.97%

Note 5 Occupancy expenses

Agents costs	\$314	\$289
Rent paid	\$105,025	\$68,218
Rates	\$73,517	\$97,642
Repairs property	\$201,922	\$251,391
TOTAL	\$380,778	\$417,540

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

note	2016	2015
Audit fees	\$6,100	\$6,319
Advertising	\$31,672	\$61,593
Bad Debt provision	\$6,800	
Bank charges	\$11,139	\$13,245
Client Equity Provision written back		(\$3,231)
Depreciation Buildings	\$180,433	\$208,290
Depreciation vehicles and plant	\$353,599	\$224,900
Equipment repairs & Maintenance	\$86,534	\$90,347
Electricity	\$78,693	\$118,466
Equipment under \$1200	\$174,102	\$129,948
Freight	\$18,338	\$19,444
Insurance	\$103,102	\$45,578
Interest paid	\$6,212	\$5,039
Legal costs	\$750	\$846
Motor vehicle expenses (excl depcn)	\$811,282	\$604,459
Plant hire and subcontract		
Postage, stationary & office supplies	\$131,406	\$66,962
Subscriptions	\$106,625	\$99,438
Sundry items		\$88
Telephone, fax and internet	\$161,034	\$89,882
Wages	\$11,307,051	\$8,778,514
Superannuation	\$1,091,514	\$852,814
Insurance worker comp	\$303,003	\$134,253
Annual Leave provision	\$203,620	\$76,980
Long Service Leave Paid ACT	\$19,767	
Long Service Leave provision & costs	\$82,165	\$59,572
TOTAL	\$15,274,941	\$11,683,746

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 \$305,553 (2015 \$286,413) for all emoluments wages, superannuation and other benefits.

Note 8 - Liability-Unexpended Funding

Unexpended Funding	\$543,135	\$307,502
Total (refer Balance Sheet)	\$543,135	\$307,502

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

Valmar Support Services Ltd
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 NOTES TO FINANCIAL STATEMENTS

Note 9 Cash Assets

note	2016	2015
Westpac accounts	\$3,276,364	\$2,956,345
Westpac Term Deposit	\$508,661	\$500,000
Total	\$3,785,025	\$3,456,345

Land and Buildings

Note 10 Land at cost

	Cost 2016	Cost 2015	Valuation 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	* 15.4.15
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 Crescent, Queanbeyan	\$202,019	\$202,019	\$ 270,000	*
58 Christopher Crescent 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	\$45,930	\$ 20,000	*
2 Managaroo Avenue	\$120,000	\$120,000	\$ 120,000	at cost 2015
49 Pioneer Street Batlow	\$30,000	\$30,000	\$ 30,000	*
12 Beale Street, Tumut	\$120,000		\$ 120,000	at cost 2016
42 Twamley Crescent	\$260,000		\$ 260,000	at cost 2016
1/53 Hincksman	\$200,000		\$ 200,000	at cost 2016
Total	\$3,337,174	\$2,757,174	\$ 4,255,455	

Note 10 A Property Development

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

Valmar Support Services Ltd
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 NOTES TO FINANCIAL STATEMENTS

Note 11 Buildings

	2016	2015	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	(\$43,484)	(\$41,360)		
	\$9,607	\$11,731		
Lots 10& 12 Jarrah Rd Pinecom Shed at cost	\$126,584	\$126,584	\$ 275,000	*
accumulated depreciation	(\$96,162)	(\$91,006)		
	\$30,422	\$35,578		
Lot 9 Pinecom Shed	\$306,182	\$306,182	\$ 440,000	*
accumulated depreciation at 5%	(\$178,246)	(\$162,937)		
	\$127,936	\$143,245		
13 Howick Street at cost	\$129,000	\$129,000	\$ 175,000	*
accumulated depreciation	(\$77,937)	(\$72,777)		
	\$51,063	\$56,223		
75 Capper Street at cost	\$380,028	\$380,028	\$ 380,000	*
accumulated depreciation	(\$128,050)	(\$112,849)		
	\$251,978	\$267,179		
8 Highland Avenue at cost	\$18,400	\$18,400	\$ 105,000	* 15.10.15
accumulated depreciation	(\$9,752)	(\$9,016)		
	\$8,648	\$9,384		
30 Comur Street, Yass at cost	\$122,260	\$122,260	\$ 275,000	*
accumulated depreciation	(\$60,660)	(\$55,770)		
	\$61,600	\$66,490		
90 Simpson Street	\$68,000	\$68,000	\$ 80,000	*
accumulated depreciation	(\$28,787)	(\$26,067)		
	\$39,213	\$41,933		
4 Mangaroo Ave	\$242,500	\$242,500	\$ 260,000	*
accumulated depreciation	(\$80,025)	(\$70,325)		
	\$162,475	\$172,175		
83 Sheridan Street Gundagai	\$259,080	\$259,080	\$ 235,000	*
accumulated depreciation	(\$60,193)	(\$49,830)		
	\$198,887	\$209,250		
94 Meehan Street Yass	\$90,682	\$90,682	\$ 145,000	*
accumulated depreciation	(\$27,451)	(\$23,824)		
	\$63,231	\$66,858		
18 The Cresnet Queanbeyan	\$180,000	\$180,000	\$ 205,000	*
accumulated depreciation	(\$57,600)	(\$50,400)		
	\$122,400	\$129,600		
58 Christopher Cresnet, Queanbeyan	\$245,000	\$245,000	\$ 350,000	*
accumulated depreciation	(\$78,400)	(\$68,600)		
	\$166,600	\$176,400		
17 Collett Street Queanbeyan	\$260,518	\$260,518	\$ 340,000	*
accumulated depreciation	(\$74,637)	(\$64,216)		
	\$185,881	\$196,302		
240 Cowper Street, Goulburn	\$137,000	\$137,000	\$ 250,000	*
accumulated depreciation	(\$37,447)	(\$31,967)		
	\$99,553	\$105,033		
66-68 Russell St	\$222,535	\$222,535	\$ 525,000	*
accumulated depreciation	(\$54,151)	(\$45,249)		
	\$168,384	\$177,286		
Russell Street Kitchen	\$376,343	\$376,343		
accumulated depreciation	(\$53,943)	(\$38,889)		
	\$322,400	\$337,454		
5 Kirk Avenue	\$10,000	\$10,000	\$ 360,000	*
accumulated depreciation	(\$1,600)	(\$1,200)		
	\$8,400	\$8,800		
22 -26 Carey Street	\$245,991	\$232,141	\$ 120,000	*
accumulated depreciation	(\$26,960)	(\$17,397)		

94 Meehan Street (incl 92) \$145k valuer	\$219,031	\$214,744		
accumulated depreciation	\$5,162	\$5,162		*
	(\$792)	(\$585)		
	\$4,370	\$4,577		
3/78 Crawford Street, Queanbeyan	\$33,828	\$33,828	\$ 85,000	*
accumulated depreciation	(\$4,961)	(\$3,608)		
	\$28,867	\$30,220		
3 High Street, Queanbeyan	\$200,000	\$200,000	\$ 200,000	*
accumulated depreciation	(\$23,333)	(\$15,333)		
	\$176,667	\$184,667		
93 Green Street, Lockhart \$130k valuer	\$40,000	\$40,000	\$ 40,000	at cost 2015
accumulated depreciation	(\$2,800)	(\$1,200)		
	\$37,200	\$38,800		
2 Mangaroo Avenue	\$147,113	\$147,113	\$ 147,113	at cost 2015
accumulated depreciation	(\$6,375)	(\$490)		
	\$140,738	\$146,623		
49 Pioneer Street Batlow	\$41,073	\$41,073	\$ 80,000	*
accumulated depreciation	(\$3,286)	(\$1,642)		
	\$37,787	\$39,431		
12 Beale Street, Tumut	\$307,110		\$ 307,110	at cost 2016
accumulated depreciation	(\$10,237)			
	\$296,873	\$0		
42 Twamley Street, ACT	\$254,297		\$ 254,297	at cost 2016
accumulated depreciation	(\$7,629)			
	\$246,668	\$0		
1/53 Hincksman Street ACT	\$124,440		\$ 124,440	at cost 2016
accumulated depreciation	(\$2,074)			
	\$122,366	\$0		
Total Written down value of Buildings	\$3,389,244	\$2,869,982	\$ 5,922,960	
Total WDV of Land and Buildings	\$6,726,418	\$5,627,156	\$ 10,178,415	
Excess of Valuation over carrying cost			\$ 3,451,997	

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 five additional since then have a carrying value of at least the cost of acquisition. The properties valued at cost are in yellow high light.

The overall valuation of the land and buildings exceed the book value by **\$3,451,997**

Valmar Support Services Ltd

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NOTES TO FINANCIAL STATEMENTS note

Note 12 Plant and equipment

	2016	2015
Plant	\$1,112,255	\$1,062,509
less accumulated dep	(\$821,597)	(\$767,686)
Motor vehicles	\$2,706,635	\$2,192,445
less accumulated dep	(\$1,554,727)	(\$1,385,334)
Total	\$1,442,566	\$1,101,934

Note 13 Payables

Trade Creditors	\$105,939	\$176,711
GST	\$250,686	\$254,913
PAYG from wages	\$0	\$107,718
Refundable charges to Clients	\$1,484	
Bond on 66 Russell Street	\$990	\$990
Total	\$359,099	\$540,332

Note 14 Provisions

Prov for Employee Benefits LSL only	\$847,913	\$765,747
Prov for Employee Benefits Annual Leave	\$814,190	\$610,570
Provision for Workers Comp premium	\$0	\$0
Client money in advance	\$23,429	\$19,264
Total	\$1,685,532	\$1,395,581

Sick leave: A provision is not raised in the financial statements to reflect this contingent liability. The nominal liability as at 30 June 2016 is \$714,070. 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	\$59,416	\$61,556
Loan - 90 Simpson street	\$57,899	\$65,353
Loan - Meehan Street & Mangaroo Ave	\$1,176,317	\$348,016
Loan - Consolidated	\$1,214,894	\$1,295,246
Total	\$2,508,526	\$1,770,171

Note 16 Statement of Changes of Equity

Accumulated Funds begin of year	\$6,279,194	\$5,383,116
Community Transport Replacement Reserve	\$324,443	\$208,058
Workers Compensation Reserve	\$297,702	\$297,702
	\$6,901,339	\$5,888,876
Net Profit for year	\$825,603	\$896,078
Total	\$7,726,942	\$6,784,954

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.

Valmar Support Services Ltd

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NOTES TO FINANCIAL STATEMENTS 2016

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 organization 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
Redemption of client equity during year	(\$7,894)	
Provision of Client equity liability	\$60,535	\$60,535
Total	\$84,761	\$92,655

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 2016

	2016	2015
CASH FLOWS FROM OPERATING ACTIVITIES		
RECEIPTS		
Trading income		
Sales and services	\$1,615,529	\$1,685,160
Government funding related to current year	\$14,774,678	\$11,015,948
Interest Received	\$41,395	\$55,244
Rent Received	\$244,009	\$220,920
Other Income	\$66,992	\$48,832
Donations	\$47,251	\$23,093
	\$16,789,854	\$13,049,197
PAYMENTS		
Suppliers	(\$4,144,996)	(\$2,650,986)
Wages Superannuation & Work Comp.	(\$12,681,801)	(\$9,765,581)
Rent paid	(\$105,025)	(\$68,218)
Interest Paid	(\$6,212)	(\$5,039)
	(\$16,938,034)	(\$12,489,824)
NET CASH SURPLUS FROM OPERATING ACTIVITIES	(\$148,180)	\$559,373
CASH FLOWS FROM INVESTING ACTIVITIES		
Funds from:		
Sale of assets	\$26,109	\$16,024
Client Monies in Advance		
Funds for Vehicle Replacement Reserve	\$116,835	
Increase (net) in Mortgage Loans	\$738,355	\$317,774
Funding received in advance for future period	\$235,633	\$307,502
Application of Funds:		
Redemption of Client Equity	(\$7,984)	(\$3,321)
Property Development costs	(\$13,850)	\$0
Purchase and development of real estate	(\$324,336)	(\$338,186)
Purchase of plant & vehicles (net of sales)	(\$293,902)	(\$302,716)
sub total - Investing Activities	\$476,860	(\$2,923)
NET CHANGE TO "CASH" FOR FOR YEAR	\$328,680	\$556,450
Cash at Beginning of Year	\$3,456,345	\$2,899,895
Cash at End of Year	\$3,785,025	\$3,456,345



VALMAR

Linking Community

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