



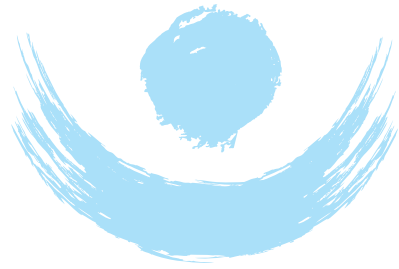
VALMAR

Linking Community



Annual Report 2017

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Linking Community

Annual Report 2017



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About Valmar

Overview and History

For 51 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 well 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.



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 2017



ROY HUMPHRIES
Chairman



DENISE MCGUIRE
Secretary
(Resigned)



NARELLE GILHOLME
(Resigned)



MARGARET LANGRIDGE



NATALIE RANDALL



MICHAEL STEWART



JOY CARTER

Linking
Community

Organisational Structure 2017

BOARD OF DIRECTORS



HUGH PACKARD
Chief Executive Officer



KATHY ROSETTA
Chief Financial Officer



MARK HOGAN
Manager
Human Resources



**RASIKA
AMBEPITIYAGE**
Chief Information
Officer



SONIA GOGALA
Manager
Client Relations
and Systems



JOY WHITTON
Manager
Accommodation
Yass & Northern ACT



JOHN STANFIELD
Manager
Australian
Disability Enterprises



AGNES SARLAY
Manager
Accommodation
Queanbeyan and
Southern ACT



CRAIG VAN RIJSWIJK
Manager Training,
Employment Access
& Community Living



LISA WHITTAKER
Manager
Accommodation
Western



MELISSA CLEAR
Manager
Community Aged
and Transport Services



BETTY BANKS
Manager
Lifestyle Connections

President & CEO Report

It is pleasing to be able to report that the 2016-2017 Financial Year saw Valmar yet again perform strongly, not only 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, but also in terms of growth. 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. The current changes in our primary funding environments could well be categorised as our fourth major reshape / restructure.

A time of change – The NDIS

Starting as no more than a seed of an idea a few short years ago, the National Disability Insurance Scheme (NDIS) is now truly upon us. After a very small start in the NDIS three years ago, Valmar's involvement has rapidly and dramatically increased over the last eighteen months, such that at the end of June 2017 almost 70% of our disability related activities are funded through this new scheme.

The NDIS promises CHOICE and CONTROL to participants who should be allocated funded plans individually tailored to provide for all their REASONABLE and NECESSARY supports. Until July 2016 the NDIS was proving to be very successful at living up to this promise, with extremely high levels of participant satisfaction in those areas that were involved in the early roll-out or launch / trial sites of the scheme. Valmar's own experience of the NDIS in the ACT until this time, echoed this sentiment. It was a great scheme delivering great outcomes. Regrettably the speed of the roll-out of the NDIS in NSW in 2016-2017 has caused the quality of the scheme to suffer in exchange for pace and expediency.

It would be fair to say that this shift has caused headaches and heartaches for participants and Valmar alike. Thankfully our early movement into the scheme in the ACT had equipped us well to navigate the rapidly evolving landscape of the NDIS and to minimise most negative impacts arising from the change from a familiar State Funded disability environment to the new National NDIS.

By June 2017 a number of high level reports had been published that were critical of this shift away from the core values of the scheme, and the NDIA (the agency charged with making the scheme a national reality) appear to have heard this message and are now taking

steps to change processes and practices in many area. It remains to be seen how much they have heard, and effective this will be in changing expedient practices, but Valmar remains a firm NDIS supporter and will do all we can to help the NDIA hear that things need to change, and to provide and promote recommendations for improvements to the NDIS.

A time of change – Consumer Directed Aged Care

In a slower and more considered manner, but just as significant in scope, the Aged Care field is going through its own process of restructuring and change. Consumer Directed Care (CDC) is steadily replacing Block and Program Based funding, and was due to fully replace it by July 2018. This date has been pushed back until at least July 2020, but it is still very much on the minds of the key decision makers.

Valmar has been gradually reshaping all our Aged Support Programs to closely match a CDC world, well before there is any formal requirement to do so. This has enabled truly individualised support programs to be developed for the people we support, a great advance from the program or service focussed support of the past.

With an eye on the future, Valmar has also applied to become an "Approved Provider of Packaged Aged Care", something that we long have been considering. Once approved Valmar will be able to directly provide more intensive in-home aged support to people with higher needs than our current CHSP (Commonwealth Home Support Program) funding enables. This has been a complex and protracted process which should be resolved early in the new financial year.

In the interim Valmar has been providing the Hands-On aspects of this packaged support for many people, through Brokerage arrangements with large regional, State-wide or National Aged Care Providers. In so doing we have gained valuable experience and insights into the operational aspects and demands of this field.





ROY HUMPHRIES
Chairman



HUGH PACKARD
Chief Executive Officer

A time of change – Community Transport

Following from the roll-out of a totally new Community Transport funding contract in October 2016, this sector is also going through a number of major reforms.

Firstly, all Contract Vehicles used in these services fell under a set of age and distance-travelled parameters that saw many of our existing vehicles needing to be moved out of use by our Community Transport arm. Fortunately Valmar has many other services that could use these vehicles so none were sold at a loss and almost all were able to be “re-purposed” and allocated to disability services that needed them. Despite our initial misgivings at these usage restrictions or parameters, it really has turned out to be a win – win for many Valmar services at a not unreasonable cost impost.

Secondly, we have had to prepare our staff and fleet for the roll-out of a compulsory, but totally new IT Tracking and Trip Allocation Program called CTABS (Centralised Trip Allocation & Booking Service). This program not only replaces our TRIPS tracking and reporting system which was expensive and a lot of work, it is provided free by the Department and sets a platform for the continual evolution of Community Transport in the smart connected world of UBER and other technologies.

Finally, we have continued to gradually work towards the attainment of full BOAS (Bus Owners Accreditation Scheme) accreditation for the organisation and the key Community Transport staff. We are well advanced in this endeavour and should see it achieved in the current financial year.

A time of Change – Managing the IT Revolution

The back-office systems required by Valmar to enable us to operate efficiently and effectively continue to evolve into an increasingly advanced, specialised, electronic suite of functions or programs.

After a serious delay caused by the NDIS changing their IT Portal on the 1st July 2016, Valmar’s new Client Management program LINKS-U started being rolled out in late 2016. This program had been two years in development and is proving to be worth every hour and dollar we invested in it. Once a service arm of Valmar moves to be fully LINKS-U functional, our NDIS experience becomes smooth, accurate and fast. There is of course work to be done refining the system to further automate aspects, but the fundamental logic and processes built into it are “right” and sound.

We are still only using a part of the LINKS-U functionality and our staff have a continual learning curve in front of them. To remain relevant, viable and competitive in the new market-driven worlds of the NDIS / CDC and CTABS, staff must accept that IT competence is now an absolute, non-negotiable and fundamental requirement to work in these fields and addressing this will perhaps be the biggest challenge facing Valmar over the next few years.

LINKS-U, our client management program will soon have a sister program, LINKS-ME which will tie together and streamline a number of work functions for staff, and together these platforms will enable staff to work smarter, build their IT Capability and Intelligence and also enable Valmar to develop genuine, real-time, Business Intelligence to keep us competitive and relevant.

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 externally audited representation of Valmar's financial performance for the 2016 – 2017 period.

As the audit shows, Valmar is reporting an operating surplus, as we have in twenty one of our twenty four 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.

Doing business with the NDIA Portal has proved to be a major challenge, and through no fault of Valmar's, slower than we would like. In the new financial year a number of steps will be taken to speed up our claiming processes.

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

Human Resources (HR) Services administered a variety of HR services and functions for other Valmar services, including policy and procedures, recruitment and retention, staff training and development, employee and industrial relations, WHS, injury management and return to work programs.

HR Services supported the CEO and Service Managers in responding to and managing complex HR personnel, industrial, legal and statutory issues.

In responding to the NDIS rollout and the potential impacts for Valmar's employees and HR programs and processes, HR Services strengthened its partnerships with managers and coordinators of other services to ensure that timely HR advice and support were provided to respond to routine and complex HR issues.

Recruitment

The number of employees across all services and locations increased substantially to 470 employees by the end of the last pay period to 30 June 2017.

The upward trajectory of annual increases in total employees from 2011-2012 to 2016-2017 is shown in the graph below.



ACT Accommodation Services

HR service provision within the ACT grew during the year, with three new services added: Maxworthy House on 26 October 2016, Morell House on 23 November 2016 and Seddon House on 7 June 2017. HR staff organised and participated in 15 separate recruitment exercises where 72 applicants were interviewed and assessed for their suitability to provide quality services to Valmar's clients. Offers of employment were made to 47 new employees in the following categories: one Accommodation Manager, six House Coordinators, 11 permanent part-time Support Workers and 29 casual Support Workers. The new employees received induction information through five compulsory

from HR on Valmar policies, timesheet and payroll arrangements (in collaboration with Payroll staff), training available through Valmar's training calendar and, where applicable, information and assistance with salary packaging.

To ensure staff were fully conversant with Valmar's policies and procedures, three mandatory Induction and Policy Training sessions were held in July, August and November 2016 and two in March and June 2017. A session on Recruiting and Inducting Staff was held for coordinators in August 2016. These sessions were coordinated by HR Coordinators, Michelle Erbacher and Mark Beanland. A training session for coordinators on Conducting Effective Performance Appraisals was facilitated by the HR Manager, Mark Hogan in March 2017.

Internal training was provided on Identifying WHS Risks (including completing risk assessments), Epilepsy Awareness and Medication Practices, Reportable Incidents in Supported Group Accommodation and Infection Control.

External training programs were provided about Senior First Aid, Management of Actual or Potential Aggression, Person Centred Planning and Restricted Practices. The Rubber hits the Road session, which was held in Canberra on 22 March 2016, was well attended by staff from the Canberra and Queanbeyan region.

Coordinators also attended two meetings in July and September 2016 that provided them with opportunities to raise matters arising from the transfer of services from Disability ACT to Valmar. Coordinators were briefed on the new Valmar Enterprise Agreement and changes that were occurring to some policy practices and procedures.

ACT staff continue to find employment with Valmar to be an enjoyable and rewarding experience which has allowed them to provide improved services and better experiences to our new clients.

Valmar Support Services Ltd. Enterprise Agreement 2016

A successful vote from eligible employees resulted in Valmar's Enterprise Agreement (EA) being lodged with the Fair Work Commission (FWC) for formal approval, which was given by the FWC on 1 August 2016. The EA is the culmination of significant development work led by the CEO and long term consultation with the employees covered by the EA. The EA was successfully implemented during the year.

Policy and Procedures Review Project

A major Policy and Procedures Review Project started in May 2016 under the leadership of Mark Hogan, HR Manager, to review all existing Valmar policies and procedures and identify policy revisions to ensure Valmar's policies and procedures were NDIS-ready and sufficiently 'future-proof'. External consultants, Calibrations Consulting, provided logistical and policy support to Valmar throughout the project.

A considerable amount of work and the involvement of the CEO, all managers and some coordinators has seen the revision and updating of many existing policies and the creation of new policies in response to changing needs.

Some policies were identified as being obsolete and no longer required. By the middle of 2017, the Policy Review Project had moved through the quality assurance stage to prepare the revamped policies and procedures for release in the second half of 2017.

Staff training and development

Gaye Duncan, HR Coordinator, coordinated Valmar's training calendar and traineeship program.

Employee professional development remained a priority. Staff were offered opportunities to complete courses through the internal training calendar. Traineeship numbers declined, largely due to cuts in funding for traineeships and tightening of eligibility criteria. Valmar's Apprenticeship Centre remained MEGT and all contracts were managed through MEGT's Wagga office.

External training providers were used to offer employees opportunities to increase skills and knowledge. Training was targeted at skill gaps in services and training programs were presented by subject matter experts across a range of topics, particularly 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 49 services under Valmar's internal audit schedule. New ACT services were included in the audit schedule. Future audits will focus on compliance with the NDIS quality framework.

The Australian Aged Care Quality Agency reviewed Valmar's Commonwealth Home Support Program against the Home Care Standards. Valmar met all of the 18 expected outcomes.

BSI conducted Third Party Verification (NSW ADHC Contract 2015-2018) of Valmar's management system against the National Disability Standards. Valmar was compliant in all areas.

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

External audits by the Food Authority were also completed successfully.

Workplace Health and Safety (WHS)

Using the WIN HR System and data entry skills of HR's trainee, Stephanie O'Regan, incident reports and hazards were entered monthly and were available for analysis.

Analysis showed that injury/illness events comprised 44% of total event categories reported for the year. Of the injury/illness events, 21% were 'Report Only'. All other categories: Near Misses, Environmental, Noncompliance, Property Damage and Vehicle Accident were all 'Report Only'.

Valmar's WHS Representatives and Officers, Steve Magaan and Lyn Walker, 'retired' from their WHS roles in early 2017 to concentrate on their respective service Coordinator roles. WHS training during the year included Manual Handling, Fire Safety, Identifying Risks and Hazards, and Incident Reporting.

Ricky Broad and Michelle Boyd conducted regular WHS site inspections and reported on WHS issues with the assistance of Mark Beanland, ACT-based HR Coordinator.

Workplace Injuries

There were 43 reported injuries in total: comprising 7 First Aid Injury + 10 Lost Time Injury + 12 Medically Treated Injury + 5 Non-treated Injury + 9 Report Only. There were 10 Lost Time Injuries (LTI) from work across all services:

SERVICES	INJURIES
Accommodation Southern	10 Reported Injuries (4 x LTI)
Accommodation Western	8 Reported Injuries (1 x LTI)
Aged Services	5 Reported Injuries (0 x LTI)
Career/Day Programs	9 Reported Injuries (3 x LTI)
ADEs	11 Reported Injuries (2 x LTI)



MARK HOGAN

Manager Human Resources



Information Technology

The year 2016/2017 was a year of “connectivity” for the IT team. Years ago, we made a conscious decision that all our systems should run on the Cloud and we will not deploy a private network for connecting our office locations. Being a regional business, this was a game changer as the cost of connecting regional locations on private network are exorbitant and possibly something Valmar could not afford. Today, with 55+ locations and growing, all our locations connected on the public internet, which has provided us greater flexibility in expanding the business to new geographical locations and the disaster recovery aspect. The entire fleet of computers are centrally managed through the internet and it was designed to run on low bandwidths. With National Broadband Network planned to come into many of the Valmar locations which could provide superfast connectivity and the production systems on the cloud with very highspeed links, the benefit for Valmar was invaluable.

We migrated 50% of our sites to NBN within the year and the migration was an extremely painful process. Promises were broken by NBN and the telco, no show of technicians, perfectly worked connections were broken after technician visits etc which has wasted many hours of follow up, break fixes and management time. The beauty of being completely on the cloud and proving the concept of completely running on internet, none of those network downtimes had negative impact to our production systems. All systems were accessed via alternative internet paths which provided continuous access to our users. After going through enormous difficulties, we saw the silver lining. Our systems now run much faster and central management became a breeze on the sites connected on NBN.

Being an early adopter of cloud, some of our critical business systems were hosted outside to Australia due to the service providers not having datacentres in Australia. Within this year we have migrated those workloads to datacentres in Australia which provided faster access and greater compliance and data sovereignty.

There were numerous medium to small projects including the building of a platform for policies and procedures review, upgrading of desk monitors and keyboard /mouse for increased productivity and OHS compliance carried out by the IT team.

This year Valmar has donated number of its used computers to a school in an economically disadvantaged rural village in Asia.

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



RASIKA AMBEPITIYAGE
Chief Information Officer

Client Services

What a fabulous and exceptionally eventful year we have experienced! Not only is our Client Relation Management System, Links-U, fully operational across our Southern NSW and most of our ACT locations, we have also supported and transitioned all of our Southern NSW clients from the previous funding model, into the new and challenging world of the NDIS. Running parallel to this, many of our ACT clients moved into their second year NDIS plans.

From July 2016 onwards, our Southern NSW clients and their families experienced their very first NDIS driven planning meetings, however, with the introduction of the new National Disability Insurance Agency's on-line My Place Provider Portal, and the NDIA engaging additional new teams of staff to expedite the NDIS roll out, many clients experienced a significant hold-up receiving their first NDIS plans. This unforeseen delay created a huge influx of NDIS plans into Valmar midway and during the rest of the year.

Throughout this year, the Client Relations and Systems team connected and met with many existing clients and their families, putting into place Individual Service Agreements and collaboratively working towards a client support plan that allows for client choice and control. We now have 66 clients in the ACT and 102 clients in our Southern NSW region who are being supported through Valmar and the NDIS.

In October 2016, Links-U went live in many of our Valmar sites across both the ACT and Southern NSW regions. Managers and Coordinators in these locations are now capturing all support being delivered to our clients electronically. Links-U is a key asset to our organisations operational success. It enables us to build a picture of what our clients are asking us to deliver as well as capturing daily what is actually being delivered.

This electronic functionality is vital as it allows Valmar to accurately claim payment from the NDIA after support has been delivered and, in real time.

With the significant growth in client numbers requesting support from Valmar, along with the continuous change we are experiencing through the NDIS, the functions of the Client Relations and Systems team has grown very rapidly. We now have an unbelievable team of staff, who are passionate, have great skills and abilities, and always endeavour to ensure that our staff, clients and families are supported through this changing and challenging journey. Thank you team!

And last, but certainly not least, I would like to thank all staff, clients and families for their patience and understanding the huge change and impact the NDIS has had on our Organisation. If we can continue to work together by being responsive to our clients needs, and maintain all the remarkable work we currently do, we will eventually see light at the end of the tunnel.



SONIA GOGALA

Manager Client Relations and Systems



Australian Disability Enterprise Services

Valmar Business Services (VBS) captures another successful year in providing support and opportunities for people with a disability.

Through operation planning at VBS, Pinecom timber is progressing more towards semi-automotive technology. The factory is now using two Optimiser saws for their main production cutting. Previously it took six push-button docking saws to achieve similar production outputs.

As with all new technology comes familiarizing yourself with the new equipment and training. Today around 80% of Pinecom timber disability employees are able to use the optimiser saws at various operating levels.

Pinecom recycling is now gearing up for the new Container Deposit scheme, called Return and Earn that will be introduced in December 2017.

Financially, this is going to be a game changer for Pinecom recycling. For example where as an aluminium can is currently worth around one cent, in the future it will have a redemption value of ten cents.

After seventeen years at **Snowy Mountain Catering** and Meals on Wheels, long time chef/ coordinator, Stephen Jeffery's has called it a day. We are very sad to see Stephen leave as he was a very valuable employee and played a big part in the growth of providing meals on wheels to the elderly and vulnerable people.

Valmar thus is still a choice for employment for people with a disability and last financial year saw seven new faces entering in to employment at VBS.

VBS is also proud to be fostering work experience students from Gadara, McAuley and Tumut High. Last year eight students completed work sampling at VBS.

In closing this report it is now time for all VBS disability employees at Tumut to move across into the National Disability Insurance Scheme. Management wishes all the best for VBS disability employees in their support needs and goals under the NDIS.



JOHN STANFIELD
Manager Australian Disability Enterprises





Training, Employment Access & Community Living

Employment and Training Annual Report 2017

CDI Tumut, It has been another busy year for CDI in Tumut with our clients enjoying trips to Wagga. 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, tennis, walking, 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. This area is changing to the School Leavers Employment Scheme under the NDIS and will continue to operate as the NDIS finishes its roll out in this region.

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. We have moved to 1141 Yass Valley Way as we have continued to grow and needed more space for our activities.

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 clients have gained employment in their chosen fields and are completing different vocational certificates. Work Experience placements continue as do reading and writing, budgeting and money skills and driver education.

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. 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, Everyone has been very busy with new staff starting in Queanbeyan to ensure continued individual service delivery for our clients. Mary Lambert transferred to Yass to assist with our Community Living Service there and CDI welcomed Anne McNally to Valmar to continue Mary's great work with CDI.

Lots of clients are doing work experience and 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.

As the NDIS continues to operate in Queanbeyan new opportunities have opened up for our clients and we continue to assist our clients access the new options the NDIS is providing.

Community Living

Yass, Has had big changes this year with Pam Vincent moving to the ACT, to still work with Valmar in our residential area and Jonathon Butt moving on. Mary Lambert has come home to Yass and is now co-ordinating the Community Living Service. This has involved lots of change for Valmar and our clients and we are working hard to finalise changes that continue under NDIS.

Our clients continue to work hard improving their skills in cooking, shopping, cleaning and building on skills to increase their independence in their community. They have also had a great time attending dances football games and Wizards bowling. As things continue to grow with NDIS Valmar will be utilising a team dedicated to Social and Recreational activities.

Southern Community Living, Have also had big changes with Pam moving and Katie Wightman has been very busy helping with Community Living and Social and Recreational activities.

A big event this year was Samantha Till and Andrew Davies getting married in Bombala on 24 September 2016. This was a fantastic celebration and a big congratulations goes out to both of them.

The skills of living independently and accessing their communities continue to be goals our clients are achieving. The NDIS continues to bring new opportunities and growth to this area of Valmar as well.

The National Disability Insurance Scheme. Continues to bring challenges and opportunities. We have still clients going through their planning and assessments. We are excited to have continued growth, however, like many other services we are starting to reach capacity. We are looking forward to our clients and their families continued Choice and Control with NDIS funding. Our clients continue to enjoy their time and services with Valmar and continue to achieve fantastic outcomes.



CRAIG VAN RIJSWIJK

Training, Employment Access & Community Living



Accommodation Services Western Region

Managers Annual Report 2017

Accommodation Services Western Region provides accommodation support to a total of forty-seven service users in the Tumut & Gundagai region.

As we transition to NDIS funding from July 2017, service users continue to have funding provided by ADHC in this region, with additional two service users bringing to the region their NDIS funding, when they have moved to the region from the ACT and Southern NSW. Other funding sources include Interlink and Intereach.

Funding models include, Drop-in Support, Supported Living Fund, Adult Group Homes, Community Living, Boarding House Reform, and Leaving Care.

Taking a person-centred approach, and offering flexible delivery of services, Western Accommodation Services works with the service users, their employment providers, day and activity program providers, to achieve the best possible outcomes for individuals.

Our goal is to support service users to be valued members who participate actively in their local community, who live their lives in a community environment, as independently as possible.

A flexible and person centred approach ensures individuals have choice and control in the decisions made, and aims to assist people to identify the hopes and dreams they have for their future, and to work towards meeting their goals and to achieving those hopes and dreams.

Accommodation Services Western Region supports fourteen "high support" accommodation places in traditional "adult group home" model of accommodation, as well as "cluster" type accommodation. In the "cluster" model, individuals have more individual space, but a high level of support is available when needed. The NSW Ombudsman's Office continues to regularly monitor the Group Homes of the Service via the Community Visitors Program.

Twenty-six service users are provided with varying amounts of "drop in" support to their homes in the community. This support varies dependent on individual needs.

Regular overnight Respite Support in a community environment is provided to seven service users in Gundagai. These service users share their time living at home with family members, and spending part of every week living independently in Adult Group Home style of accommodation.

The service continues to be focussed on assisting current service users to be able to access the NDIS as it is rolled out in the Western Region in 2017, to ensure their needs continue to be met, and the transition is a smooth one for them and their families.

We have offered and provided training and information sessions to the families of all current service users prior to NDIS planning meetings. At the same time we are also focussed on being able to offer services to potential new clients across the region, and being able to meet their needs.

In order to provide these supports the service employs thirty-two full-time, permanent part-time and casual, Residential Support Staff and Senior Support Staff. They are assisted by 5 fulltime Coordinators and one Service Manager.

One part time Support Worker assists with clerical administration.

All support staff hold a Certificate 3 or 4 in Disabilities, or an equivalent qualification, and a First Aid Certificate. This year we have upgraded Non-violent Crisis Intervention Training, to Management of Actual and Potential Aggression. All support staff have received this training.

In preparation for assisting service users with NDIS pre-planning all support staff received training in Person Centred Planning.

Additionally staff have had the opportunity to receive training in Positive Behaviour Support, Keeping People Safe- Restricted Practices Awareness, and Skill Development. Annually training topics including Epilepsy, Diet and Nutrition, Healthy Bowel Management, Mental Health, Diabetes.

The Disability Advocacy Network provides local training for people with disabilities, as well as meeting service user's advocacy needs. They also host the Celebration of Ability Dance in Wagga Wagga each December to celebrate International Day for People with a Disability,



In addition to in home support the service provides activity programs for 3 days per week. Programs provide both development and maintenance of skills for living independently, such as a cooking, music and exercise programs, and attending bowls, playing pool, swimming, art & crafts. This meets the needs of people who only work part-time, or who are semi-retired.

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

Social events are the highest priority to many service users, and always include a variety of Dinner Dances across the region, regular Thursday night Social dinners and Birthday Parties, movies and concerts, regional community events, art shows and festivals. Local horse and cattle events are always popular, as is Henty Field Days.

Thanks again to Hello World Travel and Goodes Coaches. This year by popular demand they hosted trip to the Royal Easter Show, and another extremely popular long weekend P&O Cruise.

The trip to Jindabyne Sport and Recreation Camp has become an equally popular annual event, which aims to offer activities which focus on the importance and enjoyment of fitness and activity, as well as the satisfaction in achieving new skills.

Service users have enjoyed a large variety of individual holidays, around Australia, and planning for trips overseas.

Attending a State of Origin Game is another important highlight for a couple of Service Users this year, for another it was climbing the Sydney Harbour Bridge, and for others attending Canberra Raiders Games.

As we transition into the NDIS, Western Accommodation Services will be adjusting to some changes. The service will become more focussed on in the support we provide to service users in their homes, as other services take a greater role in providing social activities and skill development. The Service Coordinators will also need to become skilled at the systems Valmar has put into place to operate as an NDIS provider. We approach these changes with a culture and attitude of continuous improvement.



LISA WHITTAKER
Manager Accommodation Western Region

Accommodation Services Southern Region & ACT

Southern Accommodation has continued to expand over the last twelve months to include eighteen houses in the ACT, three houses in Queanbeyan and four in Yass. With a total of twenty five. We are eagerly looking forward to new houses in Canberra Yass in the coming year.

The total client numbers living in Southern Accommodation are now eighty two an increase of nineteen from last year.

There has been a net increase of thirty nine in the ACT and Queanbeyan which brings the total number of staff to one hundred and thirty two, with approximately fourteen in Yass, the majority of these staff are permanents. It remains a challenge logistically to recruit and induct staff which I understand is a problem in all parts of the Disability Sector. We continue to recruit staff for the Southern Area on a regular basis.

This growth in the Southern area has resulted in the recruitment and appointment of myself, Agnes Sarlay to the role of Manager of Southern ACT and Queanbeyan, I commenced on 6 June 2017, previously working with Disability ACT for eight years and prior to that in the Health sector for thirty two years. Joy Whitton continues in her role as Manager of Yass and Northern ACT and works closely with myself and Antoinette Sankey in her role as Client Quality Coordinator.

The Valmar Dance in Yass on 28 October and Prom Ball in Queanbeyan on 1 December were a great night out for everyone who attended, with our very own DJ and CEO Hugh Packard providing the music.

Michael Cusack who lives at Field A in the ACT, won 4 medals in a bowling competition in Orange. He won 2 Gold, 1 Silver and 1 Bronze, a big congratulations to Michael.

Many individuals attended well-earned holidays overseas and interstate, some went on sea cruises others went to Bali and the Gold Coast.

The NDIS continues to be a challenge for clients, families/guardians and staff alike, but it is ever so slowly becoming part of "business as usual" for Valmar

Joy and I would like to take the opportunity to say thank you to the following sections of Valmar; HR, IT, Client Systems, Payroll and especially the House Coordinators and support staff for all their hard work over the last year with the continuing growth of Valmar in this region.



JOY WHITTON/AGNES SARLAY
Managers – Accommodation



Community Aged & Transport Services

2016/2017 has been yet another year of industry reforms flowing onto service growth and change within the Community Aged and Transport sectors. As always I am 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 reforms and changes. Their attitude, dedication and acceptance of change has allowed our services to further create, implement, develop and transition our sector specific client systems and process, while also endeavouring to continue to provide and maintain daily service provision supporting over 1000 valued clients across our regions. My Aged Care, EziTracker, Data Exchange and the soon to be implemented Ctabs now incorporate all of our referrals, reviews, rostering, monitoring and reporting.

With the implementation of the new Government reforms our team is pre-empting and preparing our systems and services to cater for Commonwealth Home Care Packages. The new systems will allow us to provide a seamless transition for our clients moving on from our current entry level Commonwealth Home Support Program to higher levels of assistance at home with Home Care Packages. We have completed, submitted and are now awaiting the outcome of our application to become an Approved Aged Care Provider. This approval will enable Valmar Aged Support Services to continue to ensure continuity of care and local service provision ensuring our clients a seamless service transition through their changing needs and levels of packaged support. Our clients/carers regardless of their level of required assistance will be 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 continue to base our service provision on independence while ensuring empowerment through the promotion of a strengths based enabling culture.

As with previous years we have been continuing with the provision of information within our communities by attending and providing displays and presentations at various Expo's, Healthy Active Lifestyle functions, community gatherings, interagency's, 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, Junee, Batemans Bay, Canberra, Coolamon, Jugiong, Albury, Beechworth, Tarcutta, Talbingo, Jingellic & Junee to name a meagre few.

Again as with previous years 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



MELISSA CLEAR

Manager Community Aged and Transport Services



Lifestyle Connections

What an amazing year it was working in two different models of service delivery, and quiet confusing for clients in the NDIS to get used to working within the allocated budget and not the old way with block funding.

The NDIS has given more clients choice over their lives which has seen a big increase in the way we support people. We are seeing more individual support in the areas covered by NDIS and clients do now have the control to choose a service provider such as Valmar that will deliver the best service for them.

I am glad we did not go into the NDIS all at once as it has given us the time and experience which has been a big learning curve as to how it all works and we are now more prepared for the Western region to move into the scheme.

There have been some major changes within day programs and we are now responsible for all social and recreational programs 24/7 whether they be centre based or individual. We have struggled in the southern region due to staff changes or lack of staff to provide mainly the 1-1 support most clients have in their NDIS plans.

We have created new programs which offer all clients within Valmar a bigger choice of activities in the southern region as well as the more routine events clients are used to attending. As they say the sky is the limit if you have it in your plan, we will ensure it happens.

Western region clients are now receiving their phone calls to have their planning meetings and no matter how prepared we are the families and clients do struggle to get their heads around any new changes.

Clients have been working on items to put into the local lanterns on the Lagoon which is held annually in Tumut and we are hoping it will be a great success and you never know we might have a few stars amongst the craft group.

We had a group of bowlers go to Sydney to compete with other teams from around Australia, they done pretty well and all enjoyed the 10 days in the city. All enjoyed meeting up with the bulldogs football team, visiting Madame Tussaud's wax museum as well as enjoying local places of interest.

Clients really enjoy volunteering at their local Meals on wheels to deliver meals to the elderly, we also do grocery delivery for a local supermarket.

Some of the other social and recreation activities clients have enjoyed are dances, trips to the coast, Cruises, Canberra zoo, war memorial, dinosaur museum, out for picnic lunches, Music for everyone in Canberra, Social bowling, Wizards competition bowling, Football games local and city just to name a few.

Finally I would like to thank our wonderful caring staff and members of our local communities for the support they give to the clients of Valmar.



BETTY BANKS

Manager Lifestyle Connections



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 three properties were purchased. One was a group house in Canberra another a group house in Yass, and the third a group house and public office in Tumbarumba. One of these was fully occupied by the end of the financial year, another was almost ready for occupation, and the Tumbarumba property was being used as an office and being readied for major renovations to fit it out as a group house.

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, especially for our Community Transport Fleet.

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 2016- 2017 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 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

Valmar is proud to acknowledge these 77 employees for their commitment and dedicated service to our clients and families and to the ongoing success of Valmar through their continuing service for ten years or more.

No of years

Name

10 YEARS

10	Janet Barbe
10	Gregory Bateup
10	Margaret Carberry
10	Carol Connolly
10	Rachel Coulton
10	Heather Fairweather
10	Julie Johnson
10	Kristy Lesniak
10	Jennifer Monkley
10	Peter Nolte
10	Margaret Sullivan
10	Lynette Walker
10	Sarah Walker

11-15 YEARS

15	Narelle Annetts
15	Kim Ferella
15	Serina Halangahu
15	Kristen Hayes
15	Joanne Jackson
15	David Johnston
15	Mary Lambert
15	Margaret MacMillan
15	Robert McLeod
15	Pam Vincent
15	David Walker
15	Doreen Joy Whitton
15	Denise Wiggins
14	Lauren Arentz
14	Paul Lees
14	Cecil O Hara
14	Jennifer Rawlinson
14	Maxwell Rowney
14	Steve Wullaert
13	Raquel Bennetts
13	Kevin Denny
13	Gaye Duncan
13	Jeffrey Dunn
13	Lisa Raponi
13	Matthew Sanson
12	William Campton
12	Brett Rankin
12	Lisa Raponi
12	Catherine Sheather
12	David Smith
12	Gregory Webb

No of years

Name

11-15 YEARS continued

11	Christopher Campton
11	Tracey Clarkson
11	Diane Salter
11	Timothy Scanes
11	Michael Skein
11	Denise Smart
11	Natalie Stevens

16-20 YEARS

20	Lisa Whittaker
18	Mitchell Goodsall
18	Patricia North
17	Catherine Lawrence
17	Cheryl Noble
17	Craig Van Rijswijk
17	Anthony Webb
16	Rhonda Crawford
16	Deirdre Hulm
16	Stephen Jeffery

21-25 YEARS

25	Terry McGrath
25	Hugh Packard
24	Jason Cole
24	Troy Jackson
24	Harold Portors
24	Gregory Quilty
23	Kathleen Rosetta
22	Betty Banks
22	Damian Booby
22	Catherine Harris
22	Kelly Hibbens
22	Barbara O Hara
22	Malcolm Porteous
22	Melissa Tee
21	Jason Burt

25 YEARS

26	John Stanfield
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Financial Report

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
ABN 38 060 125 340

FINANCIAL REPORT

FOR THE YEAR ENDED
30 JUNE 2017

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2017

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General Information

The financial report covers Valmar Support Services Limited as an individual entity. The financial report is presented in Australian dollars, which is the functional and presentation currency of Valmar Support Services Limited .

The financial report consists of the financial statements, notes to the financial statements and the directors' declaration.

Valmar Support Services Limited is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business are:

Valmar Support Services Limited
75 Capper Street
Tumut NSW 2720

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial report.

Director's Report

VALMAR SUPPORT SERVICES LIMITED (a company limited by guarantee) DIRECTORS' REPORT

The directors present their report, together with the financial statements, on the company for the period ended 30 June 2017.

DIRECTORS

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

		A	B	C
Denise Marlene McGuire	Resigned 04/01/2017	24	3	3
Roy Humphries		20	6	5
Narelle Gilholme		17	6	1
Margaret Langridge		7	6	4
Michael Stewart		4	6	3
Joy Carter		3	6	5
Natalie Randall		2	6	2

column A is the number of years Board experience the director has

column B is the number of meetings the Director was entitled to attend during the financial year

column C is the number of meetings the Director attended during the financial year

REVIEW OF OPERATIONS

The net surplus of the company for the year ended 30 June 2017 is \$909,357 (2016: \$926,789).

The principal activities of the company are:

- provision of residential support services to adults with disabilities;
- provision of supported employment for adults with disabilities;
- provision of other community based support services for people with disabilities; and
- provision of community and home based support services for frail aged people.

Valmar expanded its operations once again in 2016-2017 in terms of :

- number of people supported;
- hours of support provided; and
- 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 2016-2017 were:

- the significant expansion of operations in the ACT through the NDIS;
- the purchasing of group houses in the ACT and NSW; and
- the phased roll-out of the NDIS in the Southern Region of NSW.

COMPANY SECRETARY

Margaret Langridge is the appointed Company Secretary.

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
DIRECTORS' REPORT

CONTRIBUTION ON WINDING UP


The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$5 each towards meeting any outstanding obligations of the entity. The company has 8 members.

AUDITORS INDEPENDENCE DECLARATION

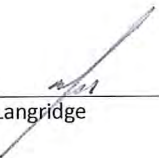
A copy of the auditor's independence declaration as required under section 60-40 of the Australian Charities and Not-for-Profits Commission Act 2012 is set out on the next page.

This report is made in accordance with a resolution of directors.

On behalf of the directors;



Roy Humphries
Chairman



Margaret Langridge
Director

28/11/17
Date

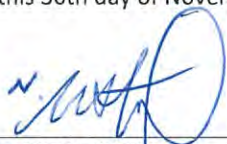
VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)

**AUDITOR'S INDEPENDENCE DECLARATION UNDER DIVISION 60-40 OF THE AUSTRALIAN CHARITIES
AND NOT-FOR -PROFITS COMMISSION ACT 2012 TO THE BOARD OF
VALMAR SUPPORT SERVICES LIMITED**

I declare that to the best of my knowledge and belief, in relation to the audit of Valmar Support Services Limited for the year ended 30 June 2017 there have been:

- i) no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Dated this 30th day of November 2017



Nicholas Matsis CPA
Registered Company Auditor No 77466
38 Surrey Road
KESWICK SA 5035

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
REVENUE & OTHER INCOME	3	25,217,568	17,475,792
EXPENDITURE			
Depreciation	4	654,301	534,032
Employee Related Expenses		20,459,636	13,013,987
Interest Paid		4,090	6,212
Other Expenses	4	1,661,791	1,527,326
Programs & Training		490,375	619,658
Repairs & Maintenance		791,423	583,092
Rent & Utilities		246,594	264,696
TOTAL EXPENDITURE		<u>24,308,211</u>	<u>16,549,003</u>
OPERATING SURPLUS		<u>909,357</u>	<u>926,789</u>
Transfer to Community Transport Replacement Reserve		(277,221)	(116,385)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		<u><u>632,136</u></u>	<u><u>810,404</u></u>

The accompanying notes form part of these financial statements

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2017

	Note	2017 \$	2016 \$
CURRENT ASSETS			
Cash & Cash Equivalents	5	4,732,048	3,785,025
Trade & Other Receivables	6	604,761	904,035
Inventories		23,101	31,822
Other Assets	7	4,530	2,930
TOTAL CURRENT ASSETS		<u>5,364,440</u>	<u>4,723,812</u>
NON-CURRENT ASSETS			
Property, Plant & Equipment	8	9,257,507	8,168,984
TOTAL ASSETS		<u>14,621,947</u>	<u>12,892,796</u>
CURRENT LIABILITIES			
Trade & Other Payables	9	469,579	382,527
Provisions	10	1,498,102	1,022,992
Unexpended Funding	11	265,753	543,135
TOTAL CURRENT LIABILITIES		<u>2,233,434</u>	<u>1,948,654</u>
NON-CURRENT LIABILITIES			
Provisions	10	683,784	639,111
Borrowings	12	2,892,405	2,508,526
Other Financial Liabilities	13	163,760	84,761
TOTAL NON-CURRENT LIABILITIES		<u>3,739,949</u>	<u>3,232,398</u>
TOTAL LIABILITIES		<u>5,973,383</u>	<u>5,181,052</u>
NET ASSETS		<u>8,648,564</u>	<u>7,711,744</u>
ACCUMULATED FUNDS			
Reserves	14	926,829	622,145
Accumulated Funds	15	7,721,735	7,089,599
TOTAL EQUITY		<u>8,648,564</u>	<u>7,711,744</u>

The accompanying notes form part of these financial statements

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
STATEMENT OF CHANGES IN EQUITY
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

	Note	Accumulated Funds \$	Reserves \$	Total \$
BALANCE AT 1 JULY 2015		6,279,195	505,760	6,784,955
Surplus for the Year		926,789	-	926,789
Transfer to Reserve		(116,385)	116,385	-
BALANCE AT 30 JUNE 2016		7,089,599	622,145	7,711,744
BALANCE AT 1 JULY 2016		7,089,599	622,145	7,711,744
Surplus for the Year		909,357	-	909,357
Transfer to Reserve		(277,221)	277,221	-
Prior Period Adjustment		-	27,463	27,463
BALANCE AT 30 JUNE 2017	14&15	7,721,735	926,829	8,648,564

The accompanying notes form part of these financial statements

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts From Operations		25,237,276	17,178,787
Interest Received		24,848	41,395
Payments to Suppliers & Employees		<u>(23,012,496)</u>	<u>(15,596,196)</u>
NET CASH FLOWS FROM OPERATING ACTIVITIES	16	<u>2,249,627</u>	<u>1,623,986</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of Property, Plant & Equipment		<u>(1,765,483)</u>	<u>(2,025,677)</u>
NET CASH FLOWS FROM INVESTING ACTIVITIES		<u>(1,765,483)</u>	<u>(2,025,677)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Net Proceeds from Borrowings		383,879	738,355
Net Proceeds from (Repayment of) Other Financial Liabilities		<u>79,000</u>	<u>(7,984)</u>
NET CASH FLOWS FROM FINANCING ACTIVITIES		<u>462,879</u>	<u>730,371</u>
NET (DECREASE) /INCREASE IN CASH & CASH EQUIVALENTS		947,023	328,680
CASH & CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR		3,785,025	3,456,345
CASH & CASH EQUIVALENTS AT THE END OF THE YEAR	5	<u><u>4,732,048</u></u>	<u><u>3,785,025</u></u>

The accompanying notes form part of these financial statements

Notes to the Financial Statements

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

1. CORPORATE INFORMATION

The financial statements of the not-for-profit company, Valmar Support Services Limited for the year ended 30 June 2017 were authorised for issue in accordance with a resolution of the directors on 27 November 2017.

The company is a not-for-profit unlisted public company limited by guarantee and is incorporated and domiciled in Australia.

2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

a) Basis of Preparation

These general purpose financial statements have been prepared in accordance with requirements of the Australian Charities and Not-for-profit Commission Act 2012, Australian Accounting Standards - Reduced Disclosure Requirements (established by AASB 1053 Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements) and Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board (AASB).

The adoption of these standards has resulted in reduced disclosures throughout the notes to the financial statements. There was no impact on the reporting financial position and performance of the company.

The financial statements have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values.

The financial statements are presented in Australian dollars which is the company's functional and presentational currency.

The company is a not-for-profit entity, being an entity whose principal activity is not the generation of profit. As a result, the company is exempt from applying AASB 114 Segment Reporting and AASB 120 Accounting for Government Grants and Disclosure of Government Assistance.

b) Significant Accounting Judgement, Estimates & Assumptions

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

There are no estimates or judgements which have risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)

c) Revenue and Other Income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

All revenue is stated net of the amount of goods and services tax (GST).

Grant Revenue

Grant revenue is recognised in the Statement of Comprehensive Income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to a grant which must be satisfied before the company is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Fee for Service

Recognition of revenue from services depends on whether the outcome of the services can be measured reliably. If this is the case, then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcomes cannot be reliably measured, then revenue is recognised to the extent of expenses recognised that are recoverable.

Sale of Goods

Sales revenue is recognised when the control of goods passes to the customer.

Interest Received

Interest income is recognised on an accrual basis using the effective interest method.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified based on the nature of the expense.

e) Income Tax

The company is exempt from income tax pursuant to the Income Tax Assessment Act 1997. Accordingly, Australian Accounting Standard AASB 112 has not been applied and no provision for income tax has been included in the financial statements.

f) Goods & Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

g) Employee Entitlements

Liabilities for employee benefits for wages, salaries, annual leave and long service leave that are expected to be settled within 12 months of the reporting date representing present obligations resulting from employees' services provided to reporting date, are calculated at undiscounted amounts based on remuneration wage and salary rates that the organisation expects to pay as at reporting date.

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)

g) Employee Entitlements (cont.)

AASB 119 requires the portion of employee benefits payable later than 12 months from the end of the reporting period to be discounted to determine the present value. Liabilities for long service leave expected to be settled after 12 months as at 30 June 2017 \$969,928 (\$2016: \$847,913) have not been reduced by a discount factor. Liabilities for long service leave expected to be settled after 12 months from the end of the reporting period are calculated at undiscounted rates. Employee Benefits under AASB 119 requires the liability for long service leave to be discounted for the part of the liability reasonably payable later than 12 months. The calculated nominal long service leave liability as at 30 June 2017 \$683,753 (\$2016: \$639,111) has not been reduced by a discount factor.

Sick leave entitlements for company's employees are cumulative for each year of service however these entitlements do not vest to the employee on cessation of their employment. A liability for accumulated sick leave is recognised only to the extent that additional payments over and above the annual accumulation are expected to occur in any given year. The Board has assessed the probability of future additional payments related to accumulated sick leave as at 30 June 2017 as unlikely and accordingly no liability has been recognised in the accounts.

Contributions made by the company to employee superannuation funds are charged as expenses when incurred.

h) Cash & Cash Equivalents

Cash and cash equivalents in the statement of financial position comprise cash at bank and in hand and short-term deposits with an original maturity of three months or less where the investment is convertible to known amounts of cash and is subject to insignificant risk of changes in value. For the purposes of the statement of cash flow, cash and cash equivalents consist of cash and cash equivalents as defined above, plus term deposits with maturity dates of less than twelve months from balance date net of any outstanding bank overdrafts.

i) Trade & Other Receivables

Trade receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts. The carrying amount of the receivable is deemed to reflect fair value.

An allowance for doubtful debts is made when there is objective evidence that the company will not be able to collect the debts. Bad debts are written off when identified.

j) Financial Instruments

Recognition and initial measurement

Financial instruments, incorporating financial assets and financial liabilities, are recognised when the entity becomes a party to the contractual provisions of the instrument.

Financial instruments are initially measured at fair value plus transaction costs. Financial instruments are classified and measured as set out below.

Financial assets are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and all substantial risks and rewards are transferred. A financial liability is derecognised when it is extinguished, discharged, cancelled or expires.

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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)

j) Financial Instruments (cont.)

Classification and subsequent measurement of financial liabilities

Financial liabilities at fair value through profit & loss

Client equity are carried subsequently at fair value with gains or losses recognised in profit or loss.

Financial liabilities at amortised cost

Borrowings are measured subsequently at amortised cost using the effective interest method.

k) Inventories

Inventories are measured at the lower of cost and net realisable value. Cost of inventory is determined using the weighted average basis and are net of any rebates and discounts received.

Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the costs necessary to make the sale. Net realisable value is estimated using the most reliable evidence available at the reporting date and inventory is written down through an obsolescence provision if necessary.

Inventories acquired at no cost, or for nominal consideration are valued at the current replacement cost as at the date of acquisition, which is the deemed cost.

l) Property, Plant & Equipment

Property, plant and equipment are measured using the cost model.

Property, plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Assets are carried at its cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs and the initial estimate of the costs of dismantling and restoring the asset where applicable.

Depreciation

The depreciable amount of all fixed assets, excluding freehold land, is depreciated on a reducing balance basis over the assets useful life to Valmar Support Services Limited commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are shown below:

Fixed Asset Class	Depreciation rate
Buildings	4-5%
Plant & Equipment	15%
Motor Vehicles	12.5%-20%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

When an asset is disposed, the gain or loss is calculated by comparing proceeds received with its carrying amount and is taken to profit or loss.

Impairment

The carrying values of property, plant and equipment are reviewed for impairment at each reporting date, with recoverable amounts being estimated when events or changes in circumstances indicate that the carrying value may be impaired.

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FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)

l) Property, Plant & Equipment (cont.)

Impairment (cont.)

The recoverable amount of property, plant and equipment is the higher of fair value less costs of disposal and value in use. Depreciated replacement cost is used to determine value in use where the assets are not held principally for cash generating purpose and would be replaced if the company was deprived of it. Depreciated replacement cost is the current replacement cost of an item of plant and equipment less, where applicable, accumulated depreciation to date, calculated on the basis of such cost. Value in use for all other assets is a discounted cash flow calculation.

An impairment loss exists when the carrying value of an asset exceeds its estimated recoverable amount. The asset is then written down to its recoverable amount. Impairment losses are recognised in the Statement of Comprehensive Income.

Derecognition & Disposal

An item of property, plant and equipment is derecognised upon disposal, when the item is no longer used in the operations of the company or when it has no sale value. Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in the Statement of Comprehensive Income in the year the asset is derecognised.

m) Trade & Other Payables

Trade payables and other payables represent liabilities for goods and services provided before the end of the financial year that are unpaid. The carrying amount of the creditors and payables is deemed to reflect fair value.

	2017	2016
	\$	\$
3. REVENUE & OTHER INCOME		
Revenue		
Grant Income	10,537,719	12,003,737
Sales of Goods	1,185,193	1,137,226
Fee for Service	13,133,071	3,905,804
Sundry Income	25,951	121,609
Interest Received	24,848	41,395
Rental Income	288,121	244,009
	<u>25,194,904</u>	<u>17,453,780</u>
Other Income		
Profit on Disposal of Property, Plant & Equipment	22,664	22,012
Total Revenue & Other Income	<u>25,217,568</u>	<u>17,475,792</u>
4. EXPENSES		
Included in the reporting line items are the following:		
Motor Vehicle Expenses		
Depreciation	391,887	288,788
Fuel	336,693	267,983
Insurance & Registration	303,553	317,869
Repairs & Maintenance	347,112	225,430
	<u>1,379,245</u>	<u>1,100,071</u>
5. CASH & CASH EQUIVALENTS		
Cash at Bank	<u>4,732,048</u>	<u>3,785,025</u>

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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
6. TRADE & OTHER RECEIVABLES		
Trade Receivables	604,387	903,349
Doubtful Debt Provision	(14,195)	(6,800)
Loans Receivable	14,569	7,486
	<u>604,761</u>	<u>904,035</u>

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short term nature of the balances. The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

7. OTHER CURRENT ASSETS		
Security Deposits	<u>4,530</u>	<u>2,930</u>

8. PROPERTY, PLANT & EQUIPMENT		
LAND & BUILDINGS		
Land		
At cost	<u>3,887,174</u>	<u>3,337,174</u>
Buildings		
At Cost	5,193,719	4,626,214
Accumulated Depreciation	<u>(1,432,271)</u>	<u>(1,236,970)</u>
Total Buildings	<u>3,761,448</u>	<u>3,389,244</u>
Total Land & Buildings	<u>7,648,622</u>	<u>6,726,418</u>

Land & Buildings have an estimated market value of \$11,220,660 (2016: \$10,016,992) as at 30 June 2017.

The Company's land and buildings were revalued at 13 October 2015 by Nicholas D Lucas an AAPI Licenced Real Estate Valuer. The Directors believe the market value of all properties would not have diminished since 13 October 2015 and also that the additions since the valuations have a carrying value of at least the cost of acquisition.

The overall valuation of the land and buildings exceed the book value by \$3,572,038 (2016: \$3,290,574).

PLANT & EQUIPMENT		
At Cost	1,115,974	1,112,255
Accumulated Depreciation	<u>(852,205)</u>	<u>(821,597)</u>
Total Plant & Equipment	<u>263,769</u>	<u>290,658</u>

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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
8. PROPERTY, PLANT & EQUIPMENT (cont.)		
Motor Vehicles		
At Cost	3,166,340	2,706,635
Accumulated Depreciation	<u>(1,821,224)</u>	<u>(1,554,727)</u>
Total Motor Vehicles	<u>1,345,116</u>	<u>1,151,908</u>
Total Property, Plant & Equipment	<u><u>9,257,507</u></u>	<u><u>8,168,984</u></u>
9. TRADE & OTHER PAYABLES		
Trade Payables	434,553	105,939
Other Payables	12,360	253,159
Monies contributed by client	<u>22,666</u>	<u>23,429</u>
	<u><u>469,579</u></u>	<u><u>382,527</u></u>
10. PROVISIONS		
i) Current		
Annual Leave	1,211,958	814,190
Long Service Leave	<u>286,144</u>	<u>208,802</u>
	<u><u>1,498,102</u></u>	<u><u>1,022,992</u></u>
ii) Non-Current		
Long Service Leave	<u>683,784</u>	<u>639,111</u>
11. UNEXPENDED FUNDING		
Unexpended Funding	<u>265,753</u>	<u>543,135</u>
These amounts are a liability because they require Departmental approval following acquittal, to be retained.		
12. BORROWINGS		
ii) Non-Current		
Portion settled after 12 months	<u>2,892,405</u>	<u>2,508,526</u>
Borrowings are secured by land and buildings: - refer note 8.		
13. OTHER FINANCIAL LIABILITIES		
Provision of Client Equity Liability	<u>163,760</u>	<u>84,761</u>

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. Accordingly a fair value gain or loss is recognised annually to profit & loss.

VALMAR SUPPORT SERVICES LIMITED
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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
14. RESERVES		
Workers Compensation Reserve		
Opening Balance	<u>297,702</u>	<u>297,702</u>
	<u>297,702</u>	<u>297,702</u>
Community Transport Replacement Reserve		
Opening Balance	324,443	208,058
Transferred from Retained Earnings	277,221	116,385
Prior period Adjustment	<u>27,463</u>	<u>-</u>
	<u>629,127</u>	<u>324,443</u>
Total Reserves	<u>926,829</u>	<u>622,145</u>

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.

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.

15. ACCUMULATED FUNDS

Accumulated Funds at the Beginning of the Year	7,089,599	6,279,195
Net Surplus for the Period	909,357	926,789
Transfer from Reserves	<u>(277,221)</u>	<u>(116,385)</u>
Accumulated Funds at the End of the Year	<u>7,721,735</u>	<u>7,089,599</u>

16. CASH FLOW INFORMATION

Reconciliation of operating surplus for the year to net cash flow from operations

Operating Result	909,357	926,789
Proceeds on Disposal of Property, Plant & Equipment	22,664	22,012
Non-cash Flows in Operating Result:		
Depreciation	654,301	534,032
Other Non Cash Adjustments	27,463	-
Changes in Assets & Liabilities:		
(Increase)/Decrease in Receivables	299,274	(309,492)
(Increase)/Decrease in Inventories	8,715	(2,700)
(Increase)/Decrease in Other Assets	(1,600)	125,697
Increase/(Decrease) in Payables	87,052	(181,234)
Increase/(Decrease) in Unexpended Funding	(277,382)	218,931
Increase/(Decrease) in Employee Provisions	519,783	289,951
Cash flows from operating activities	<u>2,249,627</u>	<u>1,623,986</u>

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2017

2017
\$

17. RELATED PARTY TRANSACTIONS

The directors act in an honorary capacity and receive no compensation for their services other than reimbursement of expenses incurred in relation to their capacity as directors.

Transactions with key management personnel

The key management of the company consists of the Chief Executive Officer and the Department Managers.

Total Key Management Personnel Remuneration 773,086

18. MEMBERS GUARANTEE

Valmar Support Services Limited is a company limited by guarantee and members liability is restricted to \$5 per member. The company has 8 members.

19. POST-REPORTING DATE EVENTS

No adjusting or significant non-adjusting events have occurred between the reporting date and the date of authorisation.

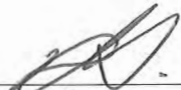
Director's Declaration

VALMAR SUPPORT SERVICES LIMITED
(a company limited by guarantee)
DIRECTORS' DECLARATION


In the directors' opinion:

1. the attached financial statements and notes thereto comply with Australian Accounting Standards - Reduced Disclosure Requirements and give a true and fair view of the financial position of the company as at 30 June 2017 and of its performance for the financial year ended on that date;
2. the attached financial statements and notes thereto are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profits Commission Regulation 2013; and
3. there are reasonable grounds to believe the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to section 60.15 (2) of the Australian Charities and Not-for-profits Commission Regulation 2013.



Roy Humphries
Chairman



Margaret Langridge
Director

28/11/17
Date

Independent Auditor's Report for Valmar Support Services Limited

Auditor's Opinion

We have audited the financial report, being a general purpose financial report, of Valmar Support Services Limited for the year ended 30 June 2017, comprising the statement of financial position, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes comprising a summary of significant accounting policies and other explanatory information, and the Directors' declaration.

In our opinion, the financial report of Valmar Support Services Limited has been prepared in accordance with the requirements of Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2017 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the entity in accordance with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The responsible persons' of the entity is responsible for the other information. The other information comprises the information included in the entity's annual report for the year ended 30 June 2017, but does not include the financial report and our auditor's report thereon. The annual report is expected to be made available to us after the date of this auditor's report.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we will communicate the matter to the responsible persons.

The Responsibility of the Responsible Persons for the Financial Report

The responsible persons of the entity are responsible for the preparation and fair presentation of the financial report, and have determined that the accounting policies used and described in Note 1 to the financial statements, which form part of the financial reports, are appropriate to meet the financial reporting requirements of the members and of the Australian Charities and Not-for-profits Commission Act 2012. The responsible persons' responsibility also includes such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Committee website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

Not for Profit Accounting Specialists

38 Surrey Rd
KESWICK SA 5035



Nicholas Matsis CPA
Registered Company Auditor No 77466

Dated this 30th day of November 2017

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VALMAR

Linking Community

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