

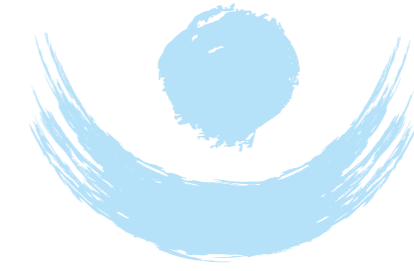


# VALMAR

*Linking Community*



*Annual Report 2018*



VALMAR

*Linking Community*

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*Annual Report* 2018



# About Valmar

## Overview and History

For 52 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 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 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 2018

# Organisational Structure 2018



**ROY HUMPHRIES**  
Chairman



**MARGARET LANGRIDGE**  
Secretary



**NATALIE RANDALL**



**MICHAEL STEWART**



**JOY CARTER**



**STEPHEN MCCUTCHEON**

**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



**JOHN STANFIELD**  
Manager  
Australian  
Disability Enterprises



**JAMES TINHAM**  
Manager  
Accommodation



**CRAIG VAN RIJSWIJK**  
Manager Training,  
Employment Access  
& Community Living



**LISA WHITTAKER**  
Manager  
Accommodation



**MELISSA CLEAR**  
Manager  
Community Aged  
and Transport Services



**BETTY BANKS**  
Manager  
Lifestyle Connections

Linking  
Community

# President & CEO Report

It is pleasing to be able to report that the 2017-2018 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's 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.

## Disability Support and the NDIS – Growth and Change

After a very small start in the NDIS four years ago, Valmar's involvement has rapidly and dramatically increased, such that at the end of June 2018 almost 100% of our disability related activities are funded through this new scheme.

After a very good first couple of years, regrettably the speed of the roll-out of the NDIS in NSW in 2016-2018 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 2018 however all people within Valmar who were eligible to enter the NDIS were in the scheme, and support arrangements had been established for those few who fell outside of the scheme for one reason or another. Certainly not every individual, nor every organisation has had positive experiences of the new scheme, but Valmar remains a firm NDIS supporter and will do all we can to deliver quality services and to help the NDIA hear about the things that need to change, and to provide and promote recommendations for improvements to the NDIS.

Valmar's disability services have more than doubled in size and area covered since the advent of the NDIS, but operating these services at a financial break-even or better has become significantly more challenging.

For better or for worse, Valmar is now a fully committed NDIS provider and we will continue to change and evolve as the scheme matures, including the new NDIA Quality and Safeguards Commission requirements that roll out in 2018 and beyond.

## Consumer Directed Aged Care and Home Care Packages – Growth and Change

Due to the projected demand for these services as a result of Australia's ageing population, the Aged Care field is going through its own process of restructuring and change. Although Block and Program Based funding is still in place through the Commonwealth Home Support Program, most of the growth and certainly all of the focus for the future is on individualised Home Care Packages

Valmar had been gradually reshaping all our Aged Support Programs to closely match a CDC world, well before there was 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.

In late 2017 Valmar was certified as an "Approved Provider of Packaged Aged Care", something that we long have been considering. Since this time we have been able to directly provide more intensive in-home aged support to people with higher needs than our current Commonwealth Home Support Program funding enables. From a standing start with our first HCP client in October 2017, this aspect of our service offering has steadily grown to have approximately 90 HCP clients by the end of the financial year, with little sign of this growth slowing.

## Community Transport – Growth and Change

A few years ago Valmar only operated one very small Community Transport service in Batlow. However in fairly rapid succession since then we have successfully taken on Community Transport services in Lockhart, Urana, Berrigan, Queanbeyan /Palarang, Goulburn / Crookwell, Gundagai and soon Wagga Wagga. This process has seen Valmar's Community Transport service grow to be one of the largest in rural NSW.

A few years ago Community Transport drivers were primarily unqualified volunteers using paper logbooks to manage and record trips, but now most trips are delivered by qualified, experienced and fully paid drivers, managing their trips through an IT Tracking and Trip Allocation Program called CTABS ( Centralised Trip Allocation & Booking Service ). This program is provided free by the Department and sets a platform for the continual evolution of Community Transport in the smart connected world. Apart from the expected teething problems, CTABS has rapidly become part of business as usual for our Community Transport staff.

One of the greatest shifts and disappointments associated with all the above changes, is the increasingly evident consequence that the NDIS is shifting people with disabilities off Community Transport and onto other, often less than satisfactory, transport arrangements. This shift continues to cause concern, but unless there are changes in the Community Transport funding criteria, or the NDIS individual transport allocations, it will remain an unsatisfactory, unintended consequence of all the recent changes.

## IT Systems – Growth and Change

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.

Valmar's LINKS-U Client management system has proved to be reliable, accurate and totally indispensable in overseeing and managing the interface between NDIS Participants, Valmar and the NDIA. It has been successfully moved onto Microsoft 365 so is well placed to run smoothly for many years to come. Thanks to great work internally by our IT Team and the Client Systems Team, much of our NDIS claiming has now been able to be automated without using any external IT consultants.

Our new intranet, LINKS-ME, is also now fully operational and being very well used. It ties in with the new Policies and Procedures and improved search capability, as well as internal social networks, calendars and updates.

Aged services are in the final stages of evaluating programs to enable their activities to be better managed than the old, spreadsheet based systems we have been using.

Transport is fully on-board with CTABS and so by Christmas 2018 all of Valmar will be operating on fully electronic client management systems, each tailored specifically for the different areas of our operations... disability, aged and transport.

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.



**ROY HUMPHRIES**  
Chairman



**HUGH PACKARD**  
Chief Executive Officer

# 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 2017 – 2018 period.

As the audit shows, Valmar is reporting an operating surplus, as we have in twenty two of our twenty five years of operations as Valmar.

Doing business with the NDIA Portal continues to be a major challenge through no fault of Valmar's. A number of steps have been taken to speed up our claiming processes, and we will continue to work to "close the gap" between service delivery and receiving payment.

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

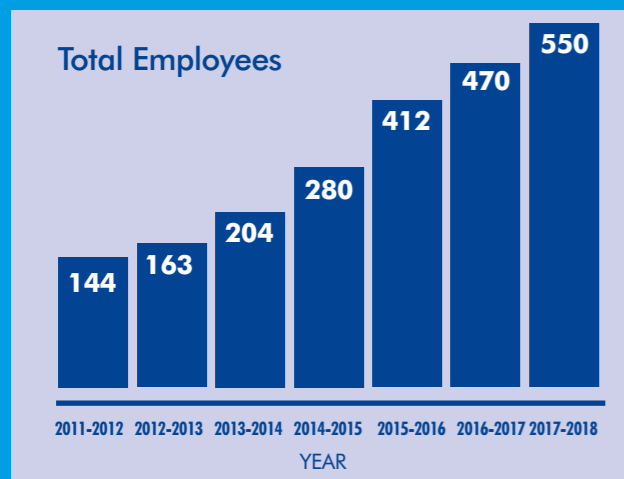
Human Resources (HR) Services administered the full range of HR services and functions for other Valmar services, particularly recruitment and retention, policy and procedures, staff training and development, employee and industrial relations, Quality Assurance, WHS, injury management and return to work programs.

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

In responding to the NDIS rollout and the potential impacts for Valmar's clients and employees, as well as HR programs and processes, the HR Services team maintained its partnerships with managers and coordinators of other services to ensure that timely HR advice and support were provided to Valmar's service teams.

## Recruitment

The number of employees across all services and locations increased substantially to 550 employees by 30 June 2018.



## Support for New and Changed Services

Valmar continued to grow as an organisation due to increased demand for services under the rollout of the NDIS which resulted in two new shared group accommodation services: McBean House opened in Yass on 5 July 2017 and Kingham House opened in the ACT on 11 October 2017. There were changes to the service provision at Copper Street House in Tumut and the Gundagai group house.

HR assisted these new services and existing services through the recruitment of new managers, coordinators and staff. This assistance included: active involvement in interviewing candidates, completing reference and

background checks, the induction of all new staff (including information and assistance with salary packaging) and the provision of relevant induction and skills-based training.

HR team members provided input and advice to the ACT Coordinators meetings held in August and November 2017 and in March and June 2018. This HR advice covered matters such as restrictive practices, conditions of service, casual staffing arrangements, the code of conduct and professional boundaries.

## Policy and Procedures Review Project

The Policy and Procedures Review Project reviewed all existing Valmar policies and procedures, identified policies and procedures that were no longer needed and identified policy and procedure revisions to make them NDIS-ready and sufficiently 'future-proof' to cope with emerging and future government policy directions. External consultants from Calibrations Consulting provided logistical and policy support to Valmar throughout the project.

By the end of June 2018, the Policy Review Project had moved through the quality assurance stage to prepare the revamped policies and procedures for publication early in the second half of 2018 on Valmar's Links-Me site.

## Staff training and development

The training needs of staff were constantly reviewed during the year. Staff survey feedback was used to determine training priorities for 2018 and this information will impact on future training offered later this year and into 2019.

Staff had opportunities to complete courses advertised on the internal training calendar. There was a focus on core training for support workers, such as positive behaviour support, restrictive practices, developing person centred plans, first aid, dementia and mental health. Training about new policies, procedures and standards is delivered using workshops and staff meetings.

External providers are used to deliver relevant, best practice training. Valmar's health service advisor is able to deliver training specific to client medical needs in both small groups and workshop based settings.

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

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## Audits

Internal audits were completed for 42 services under Valmar's internal audit schedule.

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 with an A rating being achieved.

## NDIS Quality and Safeguards Commission

Transitioning to the NDIS Quality and Safeguards Commission, which will commence from 1 July 2019 for NSW providers and on 1 July 2019 for ACT providers, will involve a registration process which will include self-assessment against the new NDIS practice standards. A series of checklists has been developed to monitor performance outcomes against the new standards.

## Aged Services New Aged Care Quality Standards

Subject to parliamentary processes, the new single set of Aged Care Quality Standards will come into law later in 2018. Assessment and monitoring against these new standards will commence from 1 July 2019.

The Aged Care Quality Standards will replace the:

- Accreditation Standards
- Home Care Standards
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Framework Standards
- Transition Care Standards.

The Aged Care Quality Standards will apply to all aged care services including residential care, home care, flexible care and services under the Commonwealth Home Support Program. Internal audits will reflect the new standards.

## Workplace Health and Safety (WHS)

All incident reports and hazard reports were entered monthly by the HR team.

Members of the WHS Committee conducted regular WHS site inspections and GAP Analysis' and reported on WHS issues within the committee meetings.

Analysis showed that injury/illness events comprised 62% of total event categories reported for the year. Of the injury/illness events: 6% were 'Report Only' and 19% were 'Non-Treated Injury'. All other categories: Near Misses, Environmental, Noncompliance, Property Damage and Vehicle Accident had 'Report Only' incidents in the majority of cases.

WHS training during the year included Identifying Risks and Hazards & Incident Reporting.

## Workplace Injuries

Across the whole of Valmar's operations there were 32 reported injuries across five service areas, comprising: 6 First Aid Injury + 13 Lost Time Injury + 5 Medically Treated Injury + 6 Non-treated Injury + 2 Reports Only.

SERVICES	INJURIES
Accommodation Southern	4 Reported Injuries (3 x LTI)
Accommodation Western	5 Reported Injuries (2 x LTI)
Aged Services/Transport	9 Reported Injuries (2 x LTI)
Career/Day Programs	8 Reported Injuries (4 x LTI)
ADEs	6 Reported Injuries (2 x LTI)



**MARK HOGAN**  
Manager Human Resources





# Information Technology

The Information & Communication Technology division is responsible for strategy, delivery and support of all aspects of IS & IT functions across all geographical locations where Valmar provides services. This involves driving the digital transformation, innovation, projects, managing various hybrid cloud, network and telecommunication infrastructure and service delivery.

The year 2017/2018 saw a few of the projects moving into the delivery stage. One of the major projects was the Links-Me, the intranet for Valmar. We have created a full time SharePoint developer position, which sped up the development process and enabled a smooth rollout of Links-Me. With the in-house SharePoint capabilities, we have been able to improve Links-Me by introducing new features and tweaks continuously. Leveraging the power of Office 365 and enterprise social networking capabilities, Links-Me was well received by the users, and we have received much positive feedback. Other major projects involved the process automation of bulk upload to NDIA portal, reducing the claiming window by up to two weeks.

There were numerous medium to small projects including the infrastructure system upgrades, usual hardware refreshes and migration to Windows 10 also has been carried out by the ICT team.

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



**RASIKA AMBEPITIYAGE**  
Chief Information Officer

# Client Services

We have once again experienced another exciting and eventful year in the Valmar Community. Our clients, families and carers, and our internal Valmar teams have all undergone a year of significant achievement, while also operating in an environment that consistently presents change. We remain committed and endeavour to continue working closely together, embracing the ongoing challenges and opportunities that the Valmar Community faces as a result of the NDIS.

I'm very pleased to say that our "Links-U" Client Relation Management System is now functioning across all of Valmar's disability service delivery areas. The Client Relations and Systems team continues to increase our knowledge base and to learn more about its functionality so that the full system benefits can be shared with our staff and clients. Links-U has been designed to formalise what our clients are asking us to deliver, and our service delivery teams use this same platform to capture data regarding supports that have been delivered. With an average of 5,500 individual support transactions processed each month, Links-U has very quickly embedded itself as a fundamental tool in all of our daily operations and has become a key mechanism in supporting Valmar through and further into the world of NDIS.

While the current capacity of Links-U is meeting our most immediate needs, in time we will require additional system enhancements. There is still so much more Links-U capability and, with further training and development of our staff, we will undoubtedly become more adept, enabling us to further refine our internal process and business operations.

Yes.....the NDIS has, and continues to bring forward challenges to all involved. But certainly from my perspective, the NDIA are listening and taking on board what we and other providers are saying, they are hearing what most of our clients are saying and while I now see that there is light at the end of the tunnel, there is still a way to go.

This year the Client Relations and Systems team welcomed and supported many new clients into the Valmar Community. We look forward to a continued and long standing relationship in years to come.

With over 280 clients currently requesting disability support from Valmar, a little over 100 clients are now being supported to live independently in one of our 32 Supported Independent Living group homes within our ACT, Southern and Western regions of NSW. The Client Relations and Systems team have continued to establish Service Agreements with all of these clients, who are now undergoing their 2nd, 3rd or 4th round of NDIS plan reviews. We have continued to work closely with all our clients, their families and carers to ensure Service Agreements and requested supports are provided in line with their NDIS Plan and goals.

To conclude, I would like to take this opportunity to say "thank you" to our clients, their families and all staff who are now very much immersed in the NDIS & Links-U space. I would also like to particularly thank each of the Client Relations & Systems members for all they have achieved this year and their endless and continued effort to support Valmar and our clients.



**SONIA GOGALA**  
Manager Client Relations and Systems



# Valmar Business Services

In July 2017, Valmar Business Services (VBS) for the first time started delivering NDIS employment supports under the new NDIS funding program. By June 2018, all eligible VBS employees had received their NDIS plans which included employment support in their plans.

Some VBS employees were ineligible for NDIS supports because of their age (over 65), however, they will still continue to receive funding under the Department of Social Security agreed continuity of support program.

On the 1st of December 2017, it was the opening of the NSW Container deposit scheme, which has seen VBS enter into a contract with TOMRA Clean-away becoming an over-the-counter operator for container deposits (CDs) at the Pinecom recycling site at Gilmore.

This also meant, that eligible containers through the Snowy Valley Council kerbside collections could be redeemed through the over-the-counter buyback.

In May 2018, TOMRA Clean-away has recognised Pinecom recycling as a key player in the Return and Earn program, which saw a new offer and contract agreement in May 2018, stepping-up Pinecom recycling from an over-the-counter buy back operator to an Automated Depot.

A machine called a singulator will be installed to automatically count each container, which can count up to 120 cans/bottles per minute. Around five million CDs annually will be processed through the automated depot at Gilmore.

So far, from the start of the container deposit scheme, income from CDs at Gilmore is healthy and sound, and with CDs volumes expected to increase through the automated depot, a stronger and more healthy report for financial year 2018-2019 should be expected.

In August 2017, at Pinecom timber there was a new monthly sales record achieved, \$92,500, with all monthly timber sales being strong all year. Along with Carterholt Harvey and Visy Australia, Hynes timber at Tumberumba is also now a regular customer with Pinecom timber, ordering feed stock each month.

Taskwrights Tumut continues to provide grounds care services at the Visy mill Tumut, and regular house lawn services at Yass.

Snowy Mountains Catering continues to provide quality frozen meals that are still prepared in-house and cooked fresh each day. A return of the hot cooked meals two days per week is gaining plenty of attention with the talented chef Michaela Webb and her team serving up delicious fulfilling meals with positive feedback.

Finally, I would like to thank all my staff, and each and every employee at Valmar business services for their hard work, and their positive input that has made all of Valmar business services a great and safe places to work.



**JOHN STANFIELD**  
Manager Australian Disability Enterprises



# Training, Employment Access & Community Living

## Career Development Initiatives (CDI)

**CDI Tumut:** It has been another busy year for CDI with our clients enjoying trips in the region. The clients have visited the library, ten-pin bowling, shopping, laser tag and have attended the movies. Our clients have been participating in are the Gym, tennis, walking, Landcare Nursery, SMARTS, cooking, music, bowls, swimming and working on their Learners Permits and car licences. CDIT also have volunteers delivering meals for Meals on Wheels. The clients have enjoyed interacting with the community and meeting new people.

Our School Leaver Employment Scheme clients have been busy attending TAFE and work experience. Clients are engaged in Certificate 2 in Animal Studies, Certificate 3 Library Assistant and Certificate 3 in Individual Support. Several clients have achieved their Provisional Licences and two clients have purchased their own cars.

CDIT 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:** CDIIY has hosted and welcomed students from various schools all across the region. Some joined CDIIY 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 CDIIY.

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, 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:** CDIIQ has a strong focus on helping young people to understand what is expected in the workplace and to develop the skills, attitudes and behaviours expected by employers. Staff have assisted our clients to develop practical skills to get a job, connect with any education and training required and find and participate in work experience opportunities.

Our staff have also assisted their clients to identify and apply for employment opportunities. Through our School Leaver Employment Scheme 3 clients have achieved Employment, 4 clients are participating in vocational pathways courses and 3 clients are involved in work experience in their local community.

CDIIQ clients continue to build on their skills and independence with ongoing education, increasing general confidence and skill developments required for future employment opportunities.

## Community Living

**Yass,** Our clients continue to work hard improving their skills in their homes and community. Our staff assist our clients with many day-to-day activities including, Domestic assistance, self-care, shopping, banking, budgeting, cooking, medical appointments, gym and Zumba to name a few.

Our clients and families are also receiving assistance to navigate NDIS planning and review meetings. Overall our clients are enjoying very full lives with assistance from their Valmar staff.

**Southern Community Living,** SCL have had a year of change with a dedicated team transitioning to be dedicated for Social and Recreational activities. This has allowed us more time to focus on supports within our clients homes and assist them with all the skill developments to be as independent as possible.

The National Disability Insurance Scheme continues to bring challenges and opportunities. We have clients going through their planning and reviews. 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**  
Manager  
Training, Employment  
Access & Community Living



# Accommodation Services

Valmar Accommodation Services has continued its rapid growth over the last year. There are now a total of thirty three services spread across Southern New South Wales and the ACT. There are three houses in Queanbeyan, four houses in Yass with the fifth house opening in the near future, plans and discussions are already in action for the sixth house, and six houses and a Community Living service in the Tumut / Gundagai region with a house in Tumbarumba due to open soon. There are nineteen houses extending over Canberra with more expansion on the horizon. This is a vast increase from last year.

There have been some changes around Housing in the ACT. Finnis has moved locations to a far better house at Darebin. Fairweather is being rebuilt due to extensive termite damage and clients are currently residing at Piquenit until the rebuild is complete. Crawford, Dalley and Darebin have had major renovations completed by Havelock Housing.

With the rapid expansion and growth in the accommodation section there has been further changes in the management team. Lisa Whittaker has moved from the Western Region to the ACT region. Lisa focuses her expertise on the houses in Southern ACT as well as providing staff training. Joy Whitton manages the houses in Yass and Northern ACT. Agnes Sarlay has changed career paths and returned to the health sector. James Tinham has joined the management team. James manages houses in ACT, Yass and Queanbeyan. Sue Bristow has re-joined Valmar as the manager of the Western Accommodation services.

Antoinette Sankey our former Client Quality Coordinator has resigned from her position and is enjoying her transition to retirement. Antoinette was instrumental in assisting in a smooth transition for clients and their families when changing service providers or clients leaving home for the first time. Antoinette is still involved in the disability sector, she is has just taken a potentially less stressful position.

There has been a vast increase in staff in the accommodation services. There are now over 240 Permanent part time staff and around one hundred casual staff. There has been significant challenges in recruiting quality staff that meet the high standards set by Valmar. The challenges associated with finding and recruiting quality staff is certainly across the entire sector.

Valmar provides opportunities for training to all new support staff including Person Centred Planning, Management of Actual and Potential Aggression, Positive Behaviour Supports and Restrictive Practices. A number of training sessions regarding preventative health care are also provided by our Health Support Advisor Victoria Oakden. These include Medication Training, Skin Integrity, Healthy Bowel Management, Infection Control, and Foot Care Essentials. As well as adding to the skills of our staff, this training provides real outcomes for the people we support, such as better health outcomes and improved opportunities to achieve individual goals.

The people living in the houses have been on many exciting activities and adventures, there are many highlights to list. They include things such as Raiders games, Collector Pumpkin festival, Multicultural Festivals, Summernats, Country and Western shows, ABBA Concerts, many holidays to the coast, Sydney trips, Melbourne trips, holidays to Queensland, Holiday's to New Zealand, Chinese show Shan Hyun, Pricilla Queen of the desert shows (Both in Sydney & Melbourne), Jindabyne Camp and many more exciting events and outings.

The new and evolving NDIS world is slowly becoming the norm, the staff and clients are slowly starting to feel comfortable with all of the changes associated with the NDIS. A huge thankyou to Sonia Gogala and her team for the constant coaching and guidance they provide us with all NDIS related quandaries.

The Managers from the Accommodation services would like to thank all of our staff for the countless hours of dedication they have given our clients and Valmar. We would also like to extend a big thankyou to the following sectors of Valmar and the teams associated within; Human Resources, IT Services, Client Systems, Payroll and finance for all of the support, assistance and tolerance given to the accommodation sector. We would also like to welcome Susan Bristow, the new Accommodation Manager for the Western Region.



**JAMES TINHAM**  
Manager  
Accommodation



**JOY WHITTON**  
Manager  
Accommodation



**LISA WHITTAKER**  
Manager  
Accommodation



# Aged & Transport Services

The continuation of Industry reforms flowing through to our services growth and change within the Community Aged and Transport sectors has again this year been consistent.

As well as continuing to provide our Commonwealth Home Support Program our team this year was successful in gaining the accreditation to be an Approved Aged Care Provider of Home Care Packages. This allows any person who has been allocated a Home Care Package the capacity to either choose to commence or remain with our Aged Services team. Our team then assists them or their carer co-ordinate services to ensure they can continue to live within their own home with their own independence. It enables 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. It also allows a person the choice to retain the staff they choose, with whom they have built respect, rapport and trust.

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 meetings 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 bowling, to the movies, arts and craft exhibitions, BBQ's, sporting events, sightseeing and even enjoying an evening viewing all the local Christmas lights to name a meagre few.

As always I must finish with a huge thankyou to my wonderful staff and volunteers. I am extremely thankful for the positive approach and enthusiasm that my team of co-ordinators, support workers and volunteers have had towards the introduction of new internal and external systems as a result of ongoing the sector reforms. They all have an amazing attitude and dedication which has allowed our services to further create, implement, develop and grow.



**MELISSA CLEAR**  
Manager Community Aged and Transport Services



# Lifestyle Connections

I look back over the last 12 months and find it hard to comprehend where the time has gone and once again I am writing another annual report.

The NDIS has taken over all our lives and we are working harder than ever, extra staff have been employed to meet the demands of service delivery, clients are enjoying many extra activities in both our centre-based and after hours programs.

We work very closely with all Valmar services to ensure the client's needs are being met, also ensuring our local communities networks can be accessed if required.

Thankfully all regions we cover are now under the NDIS and it's full steam ahead.

Centre based programs continue to grow as we now offer different programs to suit all peoples need and abilities. Some of the activities include dance class, cooking programs, art and craft, swimming, TAFE plus we also offer individual programs to suit the needs of the person.

We have clients who volunteer for meals on wheels, local library, St Vincent de Paul, and also deliver groceries for a local supermarket to the elderly.

LCS supported the Wizard Bowling Team to Adelaide for 10 days where they competed in the championships and enjoyed local places of interest. The team came back very tired and excited, but were straight back in training in the Saturday League for next year's championships.

Clients have been supported on cruises, holidays to the coast, Queensland, Tasmania, Sydney to Vivid, Jindabyne Camp just to give a few examples.

Our dances are a big hit. In Tumut we have the annual Valentine's Dance, Yass has the Spring dance followed by Queanbeyan Dance which is sometimes a theme. We invite other service providers to our events, so this ensures anyone who likes to dance can come along and enjoy the evening catching up with their friends.

Finally I would like to thank all LCS staff for their ongoing commitment to ensure client choice and needs are met and a big thank you to our local communities for their ongoing support for people with disabilities.



**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 one property was purchased. This will become a group house and respite flat in Yass.

## 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 2017- 2018 were Austbrokers who manage all our insurances other than vehicle Green Slips and Workers Compensation.

### 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 Serving Employees

Valmar is proud to acknowledge these 81 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

### 25+ YEARS

27	John Stanfield
26	Terry McGrath
26	Hugh Packard

### 21-25 YEARS

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

### 16-20 YEARS

19	Mitchell Goodsall
19	Patricia North
18	Catherine Lawrence
18	Cheryl Noble
18	Craig Van Rijswijk
18	Anthony Webb
16	Narelle Annetts
16	Rhonda Crawford
16	Kim Ferella
16	Serina Halangahu
16	Kristen Hayes
16	Deirdre Hulm
16	Joanne Jackson
16	David Johnston
16	Mary Lambert
16	Margaret MacMillan
16	Robert McLeod
16	Pam Vincent
16	David Walker
16	Doreen Joy Whitton
16	Denise Wiggins

## No of years

## Name

### 11-15 YEARS

15	Cecil O Hara
15	Jennifer Rawlinson
15	Maxwell Rowney
15	Steve Wullaert
14	Raquel Bennetts
14	Kevin Denny
14	Gaye Duncan
14	Jeffrey Dunn
14	Paul Lees
14	Matthew Sanson
13	William Campton
13	Brett Rankin
13	Lisa Raponi
13	Catherine Sheather
13	David Smith
13	Gregory Webb
12	Christopher Campton
12	Diane Salter
12	Michael Skein
12	Denise Smart
12	Natalie Stevens
11	Janet Barbe
11	Gregory Bateup
11	Margaret Carberry
11	Tracey Clarkson
11	Carol Connolly
11	Rachel Coulton
11	Heather Fairweather
11	Julie Johnson
11	Kristy Lesniak
11	Jennifer Monkley
11	Peter Nolte
11	Timothy Scanes
11	Margaret Sullivan
11	Lynette Walker
11	Sarah Walker

### 10 YEARS

10	Norelle Beckmann
10	Michelle Giddins
10	Stephen Magann
10	Catherine O'Brien
10	Amy Ryan
10	Galen Reid
10	Amy Vincent



# Financial Report

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2018**

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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 is:

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.

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**ABN 38 060 125 340**

**FINANCIAL REPORT**

**FOR THE YEAR ENDED**  
**30 JUNE 2018**



# 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 2018.

### 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
Roy Humphries	21	6	6
Margaret Langridge	8	6	3
Michael Stewart	5	6	4
Joy Carter	4	6	6
Natalie Randall	3	6	6
Stephen McCutcheon	1	5	4
Narelle Gilholme	18	1	0
		Appointed 1 September 2017	
		Resigned 21 September 2017	

**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 2018 is \$239,781 (2017: \$909,357).

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 2017-2018 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 2017-2018 were:

- the phased rollout of the NDIS in the Western Region of NSW, completing the full implementation of the scheme for Valmar Support Services Limited;
- the approval as a certified provider of individualised Home Care Packages for frail aged clients; and
- the purchasing and set-up of two additional group houses in 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

7.11.18  
\_\_\_\_\_  
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 2018 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



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 2018**

	Note	2018 \$	2017 \$
<b>REVENUE &amp; OTHER INCOME</b>	3	30,656,901	25,217,568
<b>EXPENSES</b>			
Depreciation	4	748,243	654,301
Employee Related Expenses		26,093,035	20,459,636
Interest Paid		2,942	4,090
Office & Other Expenses	4	1,943,320	1,661,791
Programs & Training		544,994	490,375
Repairs & Maintenance		763,987	791,423
Rent & Utilities		320,599	246,594
<b>TOTAL EXPENDITURE</b>		<u>30,417,121</u>	<u>24,308,211</u>
<b>OPERATING SURPLUS</b>		<u>239,781</u>	<u>909,357</u>
Other Comprehensive Income		-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<u><u>239,781</u></u>	<u><u>909,357</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 2018**

	Note	2018 \$	2017 \$
<b>CURRENT ASSETS</b>			
Cash & Cash Equivalents	5	4,699,978	4,732,048
Trade & Other Receivables	6	1,022,709	604,761
Inventories		40,309	23,101
Other Assets	7	<u>3,730</u>	<u>4,530</u>
<b>TOTAL CURRENT ASSETS</b>		<u>5,766,726</u>	<u>5,364,440</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	8	<u>9,648,240</u>	<u>9,257,507</u>
<b>TOTAL ASSETS</b>		<u>15,414,966</u>	<u>14,621,947</u>
<b>CURRENT LIABILITIES</b>			
Trade & Other Payables	9	371,380	469,579
Provisions	10	2,229,632	1,712,783
Unexpended Funding	11	<u>435,387</u>	<u>265,753</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>3,036,399</u>	<u>2,448,115</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	554,132	469,102
Borrowings	12	2,647,729	2,892,405
Other Financial Liabilities	13	<u>288,361</u>	<u>163,760</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>3,490,222</u>	<u>3,525,267</u>
<b>TOTAL LIABILITIES</b>		<u>6,526,621</u>	<u>5,973,382</u>
<b>NET ASSETS</b>		<u>8,888,345</u>	<u>8,648,565</u>
<b>ACCUMULATED FUNDS</b>			
Reserves	14	735,274	926,829
Accumulated Funds	15	<u>8,153,071</u>	<u>7,721,735</u>
<b>TOTAL EQUITY</b>		<u>8,888,345</u>	<u>8,648,564</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 2018**

	Note	Accumulated Funds \$	Reserves \$	Total \$
<b>BALANCE AT 1 JULY 2016</b>		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
<b>BALANCE AT 30 JUNE 2017</b>		<u>7,721,735</u>	<u>926,829</u>	<u>8,648,564</u>
<b>BALANCE AT 1 JULY 2017</b>		7,721,735	926,829	8,648,564
Surplus for the Year		239,781	-	239,781
Transfer from Reserve		191,555	(191,555)	-
<b>BALANCE AT 30 JUNE 2018</b>	14&15	<u>8,153,071</u>	<u>735,274</u>	<u>8,888,345</u>

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 2018**

	Note	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts From Operations		30,386,043	25,237,276
Interest Received		4,970	24,848
Payments to Suppliers & Employees		<u>(29,181,606)</u>	<u>(23,012,496)</u>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>		<b>1,209,408</b>	<b>2,249,627</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Acquisition of Property, Plant & Equipment		(1,162,177)	(1,808,420)
Proceeds on Disposal of Property, Plant & Equipment		<u>40,775</u>	<u>42,937</u>
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(1,121,402)</b>	<b>(1,765,483)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net Proceeds from/ (Repayment of) Borrowings		(244,676)	383,879
Net Proceeds from/ (Repayment of) Other Financial Liabilities		<u>124,601</u>	<u>79,000</u>
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>(120,075)</b>	<b>462,879</b>
<b>NET (DECREASE) /INCREASE IN CASH &amp; CASH EQUIVALENTS</b>		<b>(32,070)</b>	<b>947,023</b>
<b>CASH &amp; CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR</b>		<b>4,732,048</b>	<b>3,785,025</b>
<b>CASH &amp; CASH EQUIVALENTS AT THE END OF THE YEAR</b>	5	<u><b>4,699,978</b></u>	<u><b>4,732,048</b></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 THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

**1. CORPORATE INFORMATION**

The financial statements of the not-for-profit company, Valmar Support Services Limited for the year ended 30 June 2018 were authorised for issue in accordance with a resolution of the directors on 7 November 2018.

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 the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the Australian Accounting Standards - Reduced Disclosure Requirements.

The financial statements have been prepared on an accruals basis and are based on historical costs except for the long service leave provision that takes into account the changing value of money.

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

**b) Significant Accounting Judgement, Estimates & Assumptions**

When preparing the financial statements, management undertakes a number of judgements, estimates and assumptions about the recognition and measurement of assets, liabilities, income and expenses.

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

**Impairment**

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating unit based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

**Useful Lives of Depreciable Assets**

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to expected useful life of buildings.

**Long Service Leave**

The liability for long service leave is recognised and measured at the present value of the estimated cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

**2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)**

**c) Income and Other Income**

Income is recognised when the amount of the income 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 income as noted below, has been satisfied.

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

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

**Grant Income**

Grant income 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 Income is deferred until those conditions are satisfied.

**Fee for Service**

Income from rendering services is recognised when the service has been provided.

**Sale of Goods**

Sales Income is recognised when the control of goods passes to the customer, which generally occur at the point of sale.

**Interest Received**

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

**d) 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.

**e) 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.

**f) Employee Entitlements**

Liabilities for employee benefits for wages, salaries, and leave entitlements 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 rates that the organisation expects to pay as at reporting date.

The company presents employee benefit obligations as current liabilities in the statement of financial position if the company does not have an unconditional right to defer settlement for at least 12 months after the reporting period, irrespective of when the actual settlement is expected to take place.

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

**2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)**

**f) Employee Entitlements (cont.)**

The company's liability for long service leave is included in other long-term benefits if they are not expected to be settled wholly within 12 months after the end of the period in which the employees render the related service. It is measured at the present value of the expected future payments to be made to employees. The expected future payments incorporate anticipated future wage and salary levels, experience of employee departures and periods of service, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the timing of the estimated future cash outflows. Any re-measurements arising from experience adjustments and changes in assumptions are recognised in the Statement of Comprehensive Income in the periods in which the changes occur.

The company provides post-employment benefits through defined contribution plans. The amount charged to the Statement of Comprehensive Income in respect of superannuation represents the fixed contributions made or payable by the company to the superannuation funds of employees. The company has no legal or constructive obligations to pay contributions in addition to its fixed contributions.

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 2018 as unlikely and accordingly no liability has been recognised in the accounts.

**g) 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.

**h) 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.

**i) 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.

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

**2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)**

**i) 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.

**j) 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.

**k) 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%

As no finite useful life for land can be determined, related carrying amounts are not depreciated.

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.

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

**2. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont.)**

**k) 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.

**l) 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.

	2018 \$	2017 \$
<b>3. REVENUE &amp; OTHER INCOME</b>		
Grant Income	6,078,951	10,537,719
Sales of Goods	1,258,501	1,185,193
Fee for Service	22,924,374	13,133,071
Sundry Income	49,819	25,951
Interest Received	4,970	24,848
Rental Income	322,712	288,121
Profit on Disposal of Property, Plant & Equipment	17,574	22,664
	<u>30,656,901</u>	<u>25,217,568</u>
<b>4. EXPENSES</b>		
Included in the reporting line items are the following:		
<b>Motor Vehicle Expenses</b>		
Depreciation	459,065	391,887
Fuel	393,179	336,693
Insurance & Registration	302,302	303,553
Repairs & Maintenance	405,432	347,112
	<u>1,559,978</u>	<u>1,379,245</u>
<b>5. CASH &amp; CASH EQUIVALENTS</b>		
Cash at Bank	<u>4,699,978</u>	<u>4,732,048</u>

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
<b>6. TRADE &amp; OTHER RECEIVABLES</b>		
Trade Receivables	1,017,703	604,387
Doubtful Debt Provision	(7,083)	(14,195)
Loans Receivable	12,089	14,569
	<u>1,022,709</u>	<u>604,761</u>
<p>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.</p>		
<b>7. OTHER CURRENT ASSETS</b>		
Security Deposits	<u>3,730</u>	<u>4,530</u>
<b>8. PROPERTY, PLANT &amp; EQUIPMENT</b>		
<b>LAND &amp; BUILDINGS</b>		
<b>Land</b>		
At cost	<u>4,167,173</u>	<u>3,887,174</u>
<b>Buildings</b>		
At Cost	5,599,636	5,193,719
Accumulated Depreciation	(1,651,056)	(1,432,271)
Total Buildings	<u>3,948,580</u>	<u>3,761,448</u>
Total Land & Buildings	<u>8,115,753</u>	<u>7,648,622</u>
<p>Land &amp; Buildings have an estimated market value of \$11,662,368 (2017: \$11,220,660) as at 30 June 2018.</p> <p>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.</p> <p>The overall valuation of the land and buildings exceed the book value by \$3,546,615 (2017: \$3,572,038).</p>		
<b>PLANT &amp; EQUIPMENT</b>		
At Cost	956,753	1,115,974
Accumulated Depreciation	(691,647)	(852,205)
Total Plant & Equipment	<u>265,106</u>	<u>263,769</u>
<b>Motor Vehicles</b>		
At Cost	3,406,884	3,166,340
Accumulated Depreciation	(2,139,503)	(1,821,224)
Total Motor Vehicles	<u>1,267,381</u>	<u>1,345,116</u>
<b>Total Property, Plant &amp; Equipment</b>	<u>9,648,240</u>	<u>9,257,507</u>

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
<b>9. TRADE &amp; OTHER PAYABLES</b>		
Trade Payables	347,225	434,553
Other Payables	210	12,360
Monies contributed by clients	24,166	22,666
	<u>371,601</u>	<u>469,579</u>
<b>10. PROVISIONS</b>		
<b>i) Current</b>		
Annual Leave	1,638,027	1,211,958
Long Service Leave	591,605	500,825
	<u>2,229,632</u>	<u>1,712,783</u>
<b>ii) Non-Current</b>		
Long Service Leave	<u>554,132</u>	<u>469,102</u>
<b>11. UNEXPENDED FUNDING</b>		
Unexpended Funding	<u>435,387</u>	<u>265,753</u>
<p>These amounts are a liability because they require Departmental approval following acquittal, to be retained.</p>		
<b>12. BORROWINGS</b>		
<b>ii) Non-Current</b>		
Portion settled after 12 months	<u>2,647,729</u>	<u>2,892,405</u>
<p>Borrowings are secured by land and buildings: - refer note 8.</p>		
<b>13. OTHER FINANCIAL LIABILITIES</b>		
Provision of Client Equity Liability	<u>288,361</u>	<u>163,760</u>
<p>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.</p> <p>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 &amp; loss.</p>		
<b>14. RESERVES</b>		
<b>Workers Compensation Reserve</b>		
Opening Balance	297,702	297,702
Transferred to Accumulated Funds	(297,702)	-
	<u>-</u>	<u>297,702</u>
<b>Community Transport Replacement Reserve</b>		
Opening Balance	629,127	324,443
Transferred from Accumulated Funds	106,147	277,221
Prior period Adjustment	-	27,463
	<u>735,274</u>	<u>629,127</u>
<b>Total Reserves</b>	<u>735,274</u>	<u>926,829</u>

**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2018**

	2018	2017
	\$	\$
<b>14. RESERVES (cont.)</b>		
<b>Workers Compensation Reserve</b>		
Funds set aside for extraordinary future workers compensation claims that exceed normal past and future claims. The claims did not materialise and accordingly the reserve has been transferred to accumulated funds during the year.		
<b>Community Transport Replacement Reserve</b>		
The contract for the takeover of the Queanbeyan Community Transport Service requires Valmar Support Services Limited to set aside the funds received for this purpose to be set aside for the future maintenance of this service.		
<b>15. ACCUMULATED FUNDS</b>		
Accumulated Funds at the Beginning of the Year	7,721,735	7,089,599
Net Surplus for the Period	239,781	909,357
Transfer (to)/from Reserves	191,555	(277,221)
Accumulated Funds at the End of the Year	8,153,071	7,721,735
<b>16. RELATED PARTY TRANSACTIONS</b>		
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.		
<b>Transactions with key management personnel</b>		
The key management of the company consists of the Chief Executive Officer and the Department Managers.		
Total Key Management Personnel Remuneration	824,686	773,086
<b>17. MEMBERS GUARANTEE</b>		
Valmar Support Services Limited is a Company Limited by Guarantee and members liability is restricted to \$5 per member. The company has 8 members.		
<b>18. POST-REPORTING DATE EVENTS</b>		
No adjusting or significant non-adjusting events have occurred between the reporting date and the date of authorisation.		
<b>19. CONTINGENT LIABILITIES</b>		
There are no contingent liabilities that have been incurred by the Company in relation to 2018 or 2017.		

# 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 2018 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

7.11.18  
 \_\_\_\_\_  
 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 2018, comprising the statement of financial position, statement of changes in equity, statement of comprehensive income 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:

- giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its performance for the year ended on that date; and
- complying with Australian Accounting Standards –Reduced Disclosure Requirements, 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 Board Members of the entity are responsible for the other information. The other information comprises the information included in the entity's annual report for the year ended 30 June 2018, 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 Board Members.

### The Responsibility of the Board Members for the Financial Report

The Board Members 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 Board Members' 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, the Board Members are 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 the Board Members either intend to liquidate the entity or to cease operations, or have 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 Road  
KESWICK SA 5035



Nicholas Matsis CPA  
Registered Company Auditor No 77466

Dated: 28 November 2018

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**VALMAR SUPPORT SERVICES LIMITED**  
**(a Company Limited by Guarantee)**  
**ABN 38 060 125 340**

**FINANCIAL REPORT**

**FOR THE YEAR ENDED**  
**30 JUNE 2018**



VALMAR

*Linking Community*

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