



VALMAR

Linking Community



ANNUAL SUMMARY 2019-2020

About Valmar

OVERVIEW AND HISTORY

For 54 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 15 years we have also provided community-based support services for the frail aged and also 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 whose members 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 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 and Home Care Packages.

President & CEO 2019-2020 Summary Report



The 2019-2020 Financial Year was a year like no other. Our audited financials show that the organisation again performed 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.

These reports can be found by following this [link](#) to the ACNC website, or going to www.acnc.gov.au and searching for Valmar on the Charity Register.

However what these reports do not show is the fact that in this period Valmar had to contend with severe drought, catastrophic bushfires, damaging hailstorms and the Coronavirus Pandemic. Full credit must go to everybody associated with Valmar for enabling such a positive result in such a challenging year where Crisis Response became the norm. For the first time in our history Valmar experienced fire evacuations (in multiple locations), service emergency closures, multiple vehicles completely written off in hail events, and then organisation-wide Pandemic responses including working from home, service re-shaping, service suspensions, visitor exclusions and much more.

Despite these unexpected, dramatic and unprecedented threats to our clients, staff and the organisation as a whole, Valmar has achieved much in terms of developments and improvements in the year past. For example...

In Yass we have taken on the full operations of Yass Community Transport and the Yass Aged Care Services previously operated by Yass Valley Council.

In Tumut we have finished the full renovation and re-purposing of the old RSL Building into the modern and efficient Valmar Central.

A new group house has been purchased in the ACT and refitting has commenced.

Two new group homes have commenced operations in leased premises in NSW.

A third new group home in NSW has been extensively renovated and is now ready for occupation.

Our Home Care Packages for the frail aged have continued to expand strongly.

Valmar achieved full QA Certification against the NDIA Quality Standards.





While the bushfires tested our resolve and ability to react quickly, the pandemic tested our IT and administrative systems in an extreme remote working situation. It was very pleasing to see that Valmar was able to continue with back-office “Business as Usual”, even with many of our staff working from home. The excellent “anywhere – anytime” IT platform built over the past years by our IT team carried Valmar through without a hitch and online meetings have now become common practice.

Strategic Planning and applying focussed thinking towards the future has been a luxury we have not had the time or resources to address this financial year, but this will certainly change in 2020-2021. Valmar is now such a large and geographically and operationally diverse organisation that Strategic Planning will in the future be structured around having multiple Strategies for the multiple operational divisions we operate, with focus initially being directed to those areas experiencing or predicting significant change.

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| Waste Management Services
(Social Enterprise) | Community Transport |
| Timber Processing
(Social Enterprise) | Accommodation Support |
| | Disability Day Services |

2020–2021 will also see Valmar finally retire our legacy system of paper timesheets, implement a fully electronic Timesheet and Rostering system, implement an electronic system of Incident Recording, Reporting and Responding, and implement a standardised cross-division Client Management System for all our Aged Care and Community Transport services. Valmar will also be retiring our old website and launching a new one early in 2021 and an integral part of this will be the new website replacing the old format glossy, published hard-copy Annual Reports.

This will be Roy Humphries final report and duty as he is standing down after almost 24 years on the Board, most of which was served as Chairman. Roy has been a vital and integral part of Valmar developing into what it is today and will be greatly missed at the Board Table. At least the Board Room will now and forever bear his name.

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

