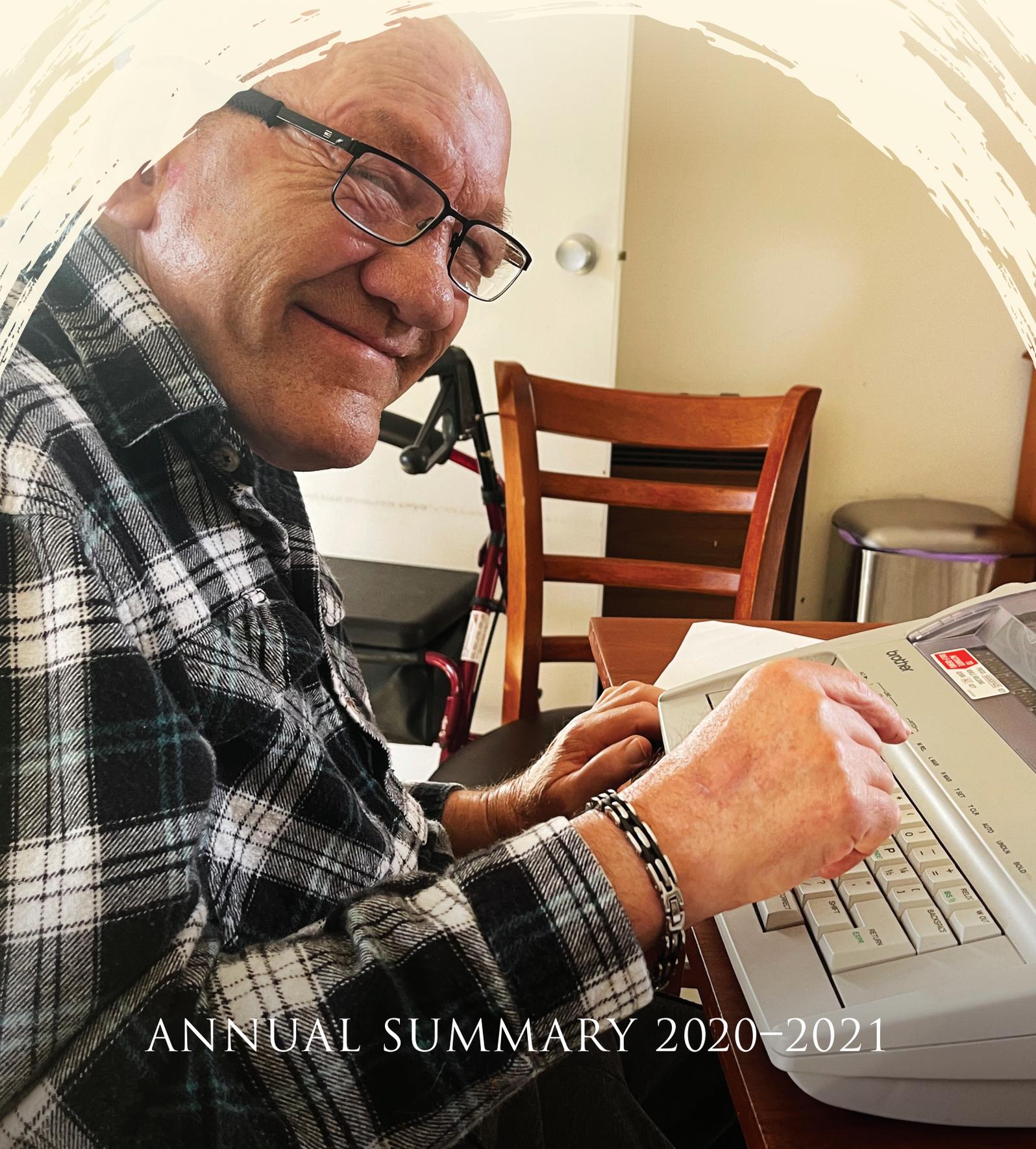




VALMAR

Linking Community



ANNUAL SUMMARY 2020-2021

About Valmar

OVERVIEW AND HISTORY

For 55 years Valmar Support Services Limited and its predecessor organisations have provided services for people with disabilities from Tumut and the surrounding districts. 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 16 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 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 whose members bring 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, Home Care Packages and Continuity of Support Programs.

Chairman & CEO 2020-2021 Summary Report



The 2020-2021 Financial Year was a year that can be summarised in one word...COVID-19. The Pandemic with its associated Lockdowns, stay-at-home orders, changes to businesses, restrictions on all manner of our operations and challenges to our clients and staff, dominated and drove so much of what transpired this year.

Despite this, our audited financials show that the organisation again performed well, not only in terms of our ability to deliver positive outcomes for those people we support but also in terms of our financial and operational health. 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.

Notwithstanding the challenges the Pandemic has presented to our clients, staff and the organisation as a whole, Valmar has managed to very successfully “hold our own” throughout this difficult year that has seen so many other businesses, organisations and endeavours sink, shrink or fail. Our total turnover has remained stable, we have delivered the same number of hours of support, the total number of people we support has increased, and we have even managed to report a modest, but comfortable surplus.

Valmar has allocated significant time, resources and focus on responding to issues presented by the Pandemic, but it would be wrong to characterise 2020–2021 as a year of hibernation and inactivity, with significant and noteworthy developments being...

A new, fully accessible, group house being opened in our own premises in Canberra, following extensive renovations tailored to the individual needs of the people moving in.

Our Home Care Packages for the frail aged have continued to expand strongly in terms of numbers and reach.

Old paper-based systems such as Timesheets and Incident Reports are at various stages of being replaced with cloud-based electronic systems.

A non-SIL, lower support house, has been opened in rented premises in Queanbeyan for three young men.

Snowy Valleys Council contracted our Social Enterprises to carry out their FOGO (Food Organics, Garden Organics) sorting and processing, adding a significant new line of secure business to our activities and, ensuring ongoing employment for our employees with disabilities.





A new, Valmar owned, group house has been opened in Tumut following extensive renovations to make it highly accessible.

Yass Community Transport and In-Home Aged Care services commenced operations with Valmar.

A new Valmar Community Centre /Aged Services building has been purchased in Griffith with renovations soon to follow.

Extensive refurbishment of multiple units and houses has been undertaken.

The Lockhart Community Centre has had plans drawn up and submitted to Council for the Stage 3 upgrade.

The “go live” of Valmar’s new Website went off successfully and it has been very well received.

Within the constraints of the Pandemic, extensive and broad staff training programs have been undertaken covering a wide range of varying competencies. Some of this has been directly related to COVID-19 demands and requirements, but this certainly has not been all.

In conclusion, in recognition of the tireless work carried out under stressful conditions, thanks as always must be extended 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.



Stephen McCutcheon
Chairman



Hugh Packard
Chief Executive Officer

