



VALMAR

*Linking Community*



ANNUAL SUMMARY 2021-2022



# About Valmar

## OVERVIEW AND HISTORY

For 56 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 an expanded region covering the Australian Capital Territory (ACT), and the Riverina/Southwest Slopes and Southern Tablelands areas of New South Wales (NSW). Valmar has also broadened its scope of service operations and in the last 16 years has provided community-based support services for the frail aged and become a major 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 Constitution.*

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*

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*Hearing what they say*

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*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's 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 Australian Government Department of Health and Aged Care through the Commonwealth Home Support Program, Home Care Packages and Continuity of Support Programs.

# Chairman & CEO 2021-2022 Summary Report



*Much like the previous year, operations for the year ended 30 June 2022 were dominated by the impacts of the global Covid 19 pandemic. Factors such as staff shortages, that were management challenges before the pandemic were pushed to critical levels by the various lockdowns and isolation requirements driven by positive cases among staff and clients. The task of maintaining levels of service to vulnerable people while minimising risks for clients and staff has been enormous and expensive.*

Despite the difficult times, Valmar has continued to make significant progress on several fronts:

the purchase of land in Gundagai for the planned construction of a group house;

the continued growth of the Home Care Packages for the frail aged;

further expansion of the community transport operations that now cover most of southern NSW;

fit-out of a larger office building to cater for growth in community transport operations in Wagga Wagga;

continued construction of a purpose-built group house in Yass;

Ongoing refurbishment of multiple Valmar properties;

completion of Lockhart Stage 3 construction; and

establishment of a dedicated incident management system.





While Covid 19, tightening margins and workforce shortages have made financial performance in the disability and aged care sectors challenging, Valmar has managed to record a modest surplus. Our Financial Statements can be found on the ACNC website by going to [www.acan.gov.au](http://www.acan.gov.au) and searching for Valmar on the Charity Register.

Recognition of the tireless work carried out under stressful conditions must be extended to all staff, volunteers, board directors and community members whose support enables Valmar to succeed. Our staff have made many sacrifices in their unwavering client focus over the last few years. For many, the circumstances have made meaningful downtime impossible for extended periods, and burnout is a constant concern. We are optimistic that the situation is settling, and that pressures will ease.

Special acknowledgement must also be given to Hugh Packard, who in May 2022 retired after 31 years of service as Chief Executive Officer. Hugh has grown Valmar from a 5-person operation in one small office to almost 600 employees spread across most of southern NSW and the ACT. That Valmar has retained the culture that has made it such a valued part of the Tumut community for over 50 years, during a period of significant growth and expansion of service offerings and geographic coverage, is a wonderful reflection of Hugh's personal qualities and commitment to the company. We wish Hugh and Lisa a happy and healthy retirement.



**Stephen McCutcheon**  
Chairman



**Tim Swan**  
Chief Executive Officer

