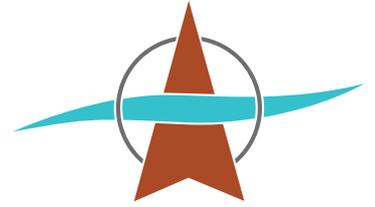


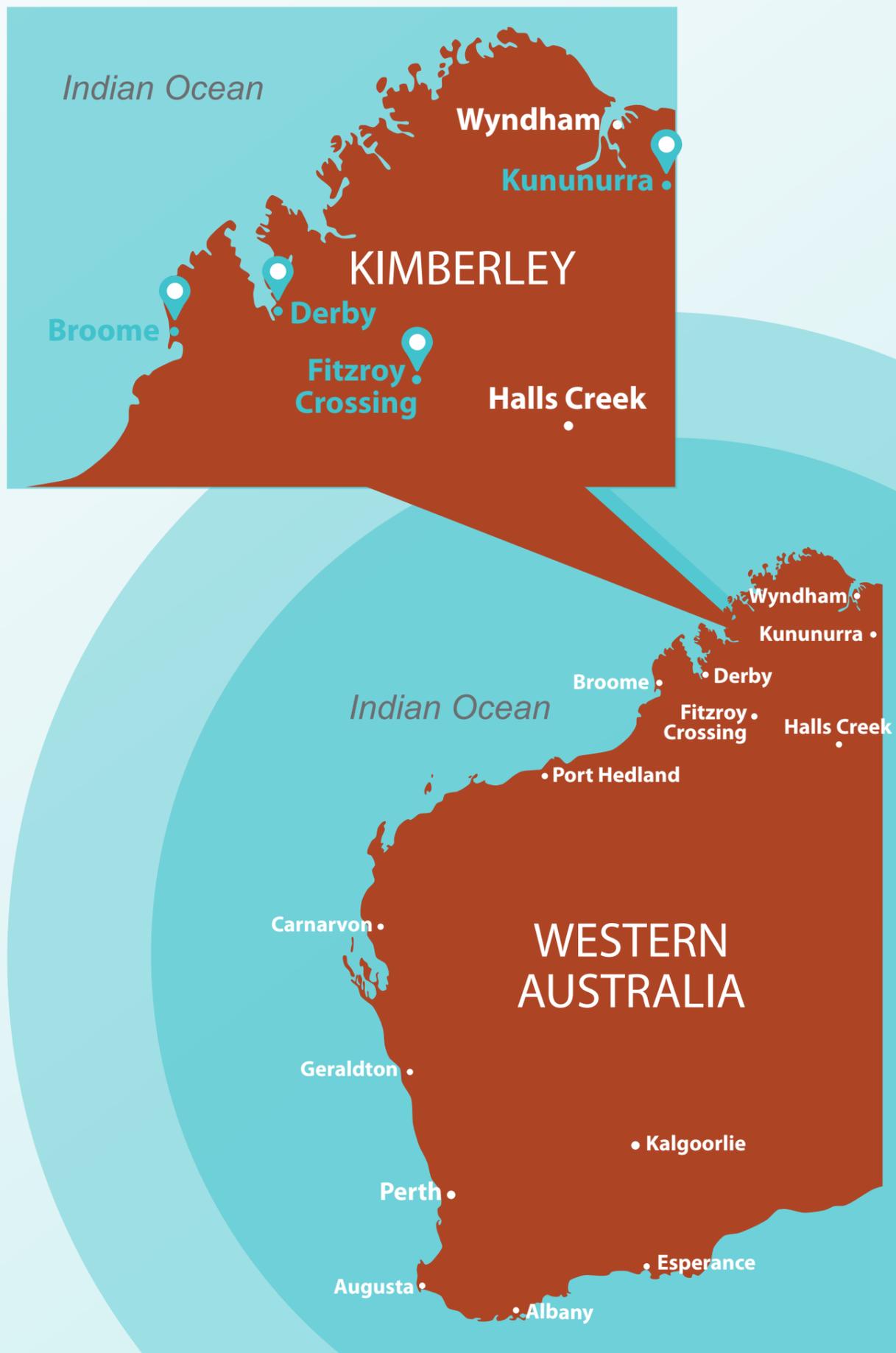
# *Annual Report 2016/17*



**far north**  
community services



***We believe that communities are enriched  
through the inclusion of all people.***



## ABOUT FAR NORTH

We heard that families want a local service provider, with staff who live and work in the region.

Families told us the service has to be flexible to their needs and they wanted strong relationships with our staff where trust is built over many years of continuity and reliability.

We commenced delivering services on the 24th October 2016 with 50 staff and 94 people with disabilities with a plan for support. We shared the vision of quality services in the Kimberley and access to more services. We attracted Board members and Senior staff with lived experience of disability, who have family members with disability, many years of caring for a person with a disability, or experience working alongside people with disabilities and their families.

Our offices are in Broome, Derby, Kununurra and Fitzroy Crossing, however we deliver services all across the Kimberley. We are currently establishing services in Halls Creek.

At Far North we believe in inclusion, keeping families strong, respecting and celebrating culture and working with you in the proper way.



### Our Vision

**Communities enriched through the inclusion of all people.**

### Mission

**Partnering with people, families and communities to deliver practical, flexible services and support.**

### Shared Values

- Understanding** *We understand people are faced with real challenges*
- Inclusion** *We work to the strength of all people*
- Integrity** *We do what we say we will do and be accountable for the outcomes*
- Respectful** *We are sensitive to the potential impact we have on the lives of people*
- Responsive** *We are flexible in delivering the best outcomes for families and individuals*
- Consistency** *We are skilled, reliable and dependable*

### Our Objectives

- 1. Service Outcomes**  
*Quality outcomes for individuals and families*
- 2. Excellent Staff**  
*Diverse, skilled and motivated workforce*
- 3. Strong Governance**  
*Effective systems, resourcing and decision making*
- 4. Influential Relationships**  
*Strategic partnerships and relationships that change lives for the better*



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## CHAIRPERSONS REPORT

*By Chris Maher*

- **The first year's results have exceeded all expectations and Far North Community Services Ltd has laid strong foundations in preparation for expected growth.**

Far North Community Services (Far North) was incorporated on the 25th August 2016 and entered into a service agreement with Dept Communities (then Disability Services Commission) on the 10th September. We commenced service delivery on the 24th October for 86 people with a team of 50 staff.

Establishing an organisation that operates across the Kimberley with four offices to establish, individuals and families to transition and staff to recruit, governance structures to establish and policies and procedures in place was an enormous task. The Board commenced this process in the early part of 2016. They are a committed group of people who volunteer their time and are passionate about equity and quality of services for people with disability

and their families. The Board is particularly focused on ensuring culturally responsive services.

Following a state-wide recruitment process managed by an Independent Recruitment Agency we engaged Kathy Hough as our inaugural CEO. Kathy has 30 years' experience working with and for people with disabilities, having established 2 previous regional disability services.

The highlight for our first 8 months of service delivery was the development of our Vision, Mission, Values and Strategic Priorities. Far North believes that communities are enriched by the inclusion of all people. We demonstrated our commitment to this when we contracted Joel Levin from Aha Consulting to engage with our stakeholders, including people we support, their families our staff and local coordination to understand the values and service attributes that lead to quality services.

Our four key priority areas of quality outcomes, excellent staff, strong governance and influential relationships were agreed at the completion of the consultation process and a Board workshop facilitated by Joel. We look forward to reporting on progress towards achievement of these priority areas in our 2018 report.

Looking forward we are establishing services in new areas in the Kimberley as the NDIS in WA brings opportunities for people to access supports and services. We are developing strong partnerships and becoming engaged in and part of the communities in which we live and work.

Chris Maher  
Chairperson



## CEO REPORT

**By Kathy Hough**

- **Quality services are only possible when we operate from person and family centred approaches, where we remain mission driven and maintain strong governance and are financially sustainable. At Far North we are striving to achieve these goals every day and our Board has provided strong leadership in setting the culture for our organisation.**

Our first year was spent preparing for the roll out of the NDIS in the Kimberley. We are proud to say that we are a registered NDIS in WA provider and by working closely with Local Coordination we are playing an important role in developing services for people with disabilities and their families. Delivering services in regional and remote areas can be challenging, with services spread across a vast geographic area, the risk of extreme weather events and higher cost of delivering services.

At Far North we are very focused on ensuring culturally relevant services and have set targets to increase the number of Aboriginal staff we employ.

Further to this, we aim to deliver flexible family centred services, that support families to remain strong.

Implementing strategies to achieve our vision has been the main driver of all our activities in the last 8 months. We have worked hard to develop systems that support flexible services and this has led to reviews of policies and procedures and the creation of new ways of working.

The roll out of the NDIS brings opportunities and challenges. We have spent countless hours ensuring our IT systems are contemporary and ready for the NDIS in WA and the national system should we eventually roll into this. We are thrilled to be trialling the portal where families can have greater control over the booking of this supports and managing their funding and plans in a flexible way.

Key achievements include passing the Quality Assessment for Standard 6 and securing a grant for Information, Linkages and Capacity Building on the NDIS in WA with a specific focus on supporting Aboriginal and Torres Strait Islander people to engage with the scheme.

We have delivered a high level of training for staff as we work to develop a committed and capable workforce. We have been very impressed with facilitators such as the State Wide Constancy team from Dept Communities providing training for our staff in dysphagia, Nick Carter from Training Institute of Australia, a number of staff from Boab Health, Lockie McDonald from Fullsky, Jane Hannay and Carmen Pratt Hicks from NDS just to name few.

Risk management has also been a focus with a renewed emphasis on remaining financially sustainable, delivering services within agreed plans and keeping the people we support and our staff safe. Further work will commence in this area during 17/18. We are prepared for the growth as the NDIS continues to roll out and we are looking forward to the future with enthusiasm and optimism.

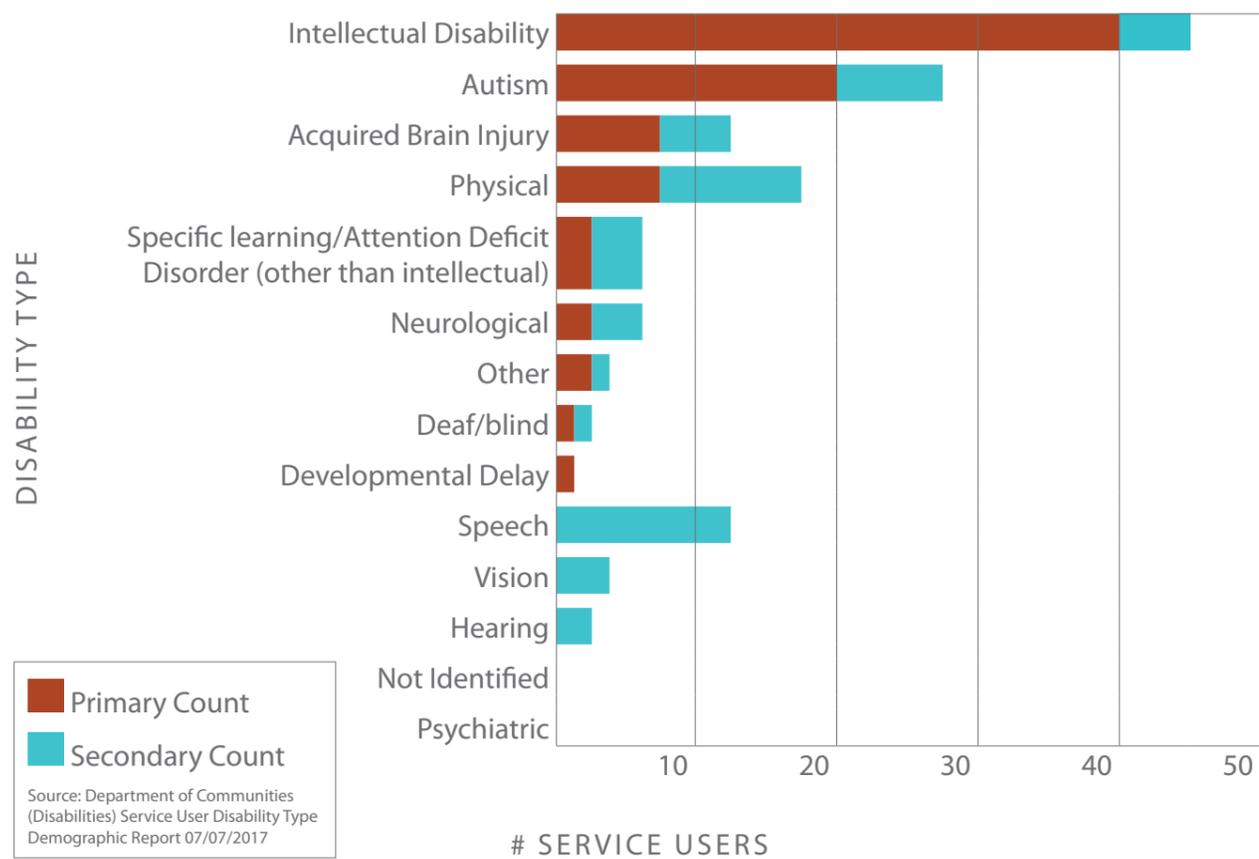
Kathy Hough  
CEO



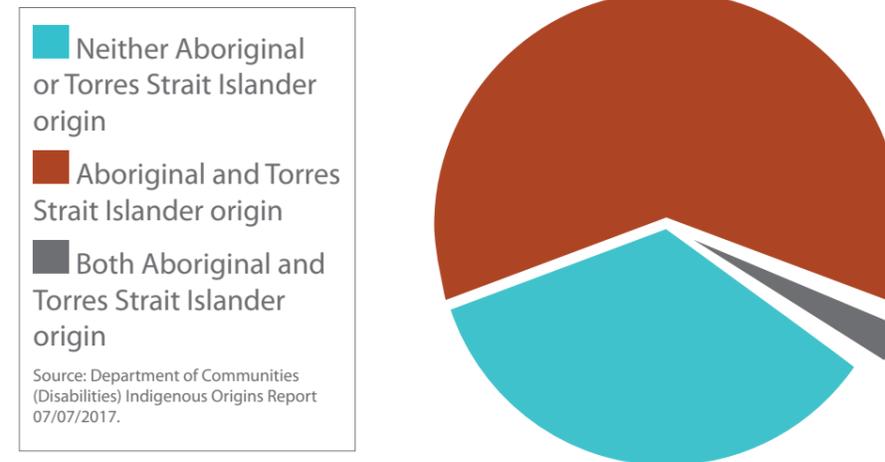
# 1.0 SERVICE OVERVIEW

## Service Overview and Outcomes

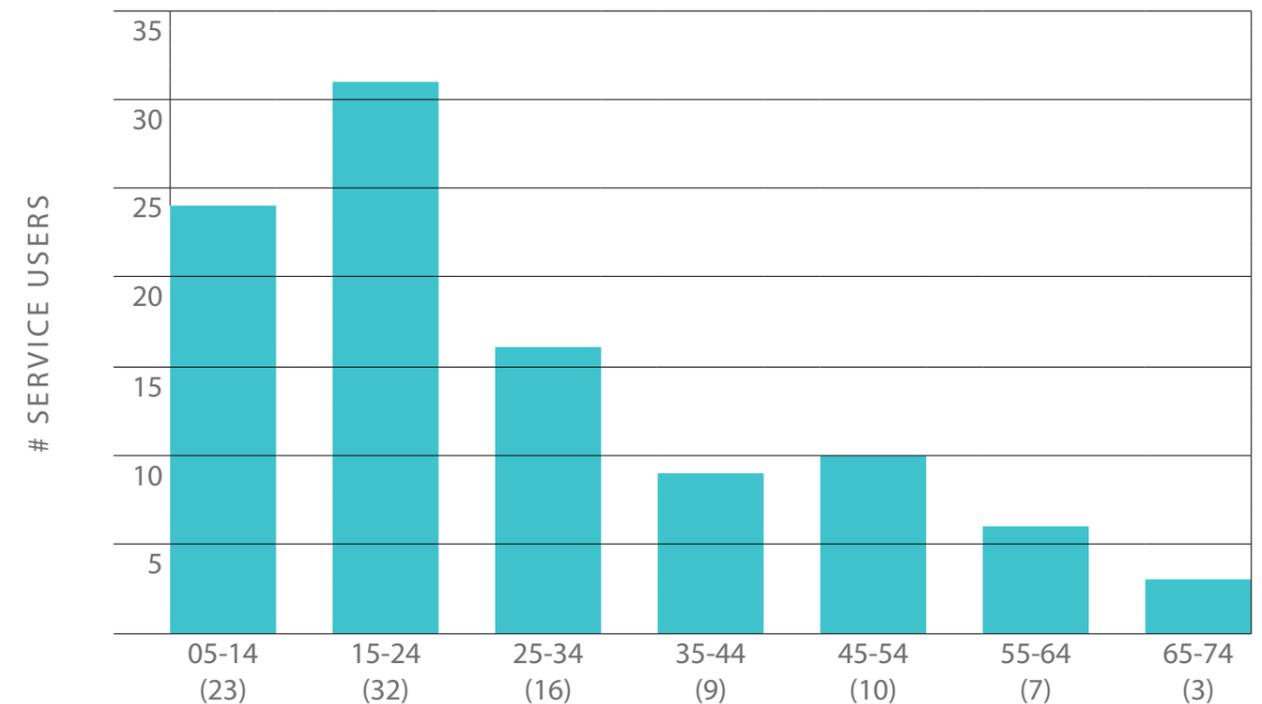
**Service User Primary and Secondary Disability Demographic**  
(Primary Disability Total: 85 Secondary Disability Total: 54)



**Indigenous Origin Demographic (97)**



**Service Users Age Group Demographic (100)**



### Who we support

Over half of individuals Far North supports are Aboriginal or of Torres Strait Islander origin, highlighting the need for the culturally appropriate delivery of services. Far North is committed to ensuring staff are appropriately matched and is working with individuals to identify and recruit employees that work for

the individual. One example is of an individual identifying a person he would like to support him and developing interview questions with the individual.

More than half of all individuals supported by Far North have intellectual disability listed as their primary disability. This is changing as the impact of the NDIS in WA is felt and requests to

support people with a more diverse range of disabilities are made.

Far North supports people across the lifespan from 5 to 65 and older. We have begun to see an increase in requests for supports to young people who are transitioning from school to adult life. There is also keen interest for employment support. Far North is working in partnership with Disability Employment organisations in the Kimberley to provide individuals with support which achieve the best possible outcomes.

### Services we deliver

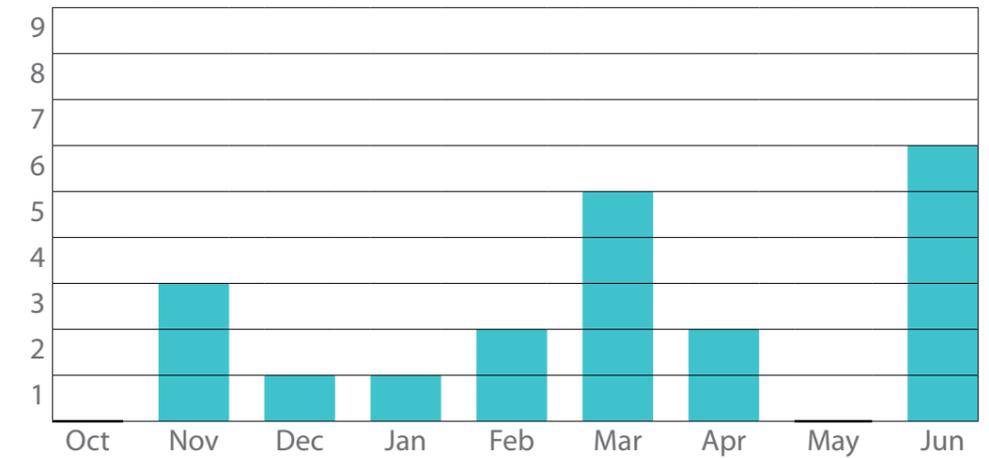
By far the majority of services delivered is funded through NDIS in WA. However, Far North is thrilled to be expanding service delivery through partnerships with other agencies and organisations throughout the Kimberley and WA. We are now delivering services to individuals on behalf of Kimberley Aged Care Services (KACS), the Insurance Commission of Western Australia (ICWA), the Department for Child Protection and Family Services (DCP) and North Regional TAFE. Much of this is a continuation of existing relationships with families and individuals, and means that Far North is able to provide a more flexible,

responsive, seamless and sustainable approach to supporting people and communities in the Kimberley. Some examples are:

- Contracting with TAFE in the East Kimberley to provide support in the classroom, enabling individuals to continue to achieve learning outcomes
- Contracting with KACS to provide transport to individuals in West Kimberley communities for appointments, meals, medication and social support.
- Contracting with DCP to provide supports to young people with disabilities who are at risk
- Developing service delivery in a community in the West Kimberley so that supports are provided in the community, by members of the community, who are well known to the individuals requiring support
- Setting up supported accommodation in the West Kimberley to enable an individual to return to Country
- Contribution to a community response to building the capacity of the community to continue to deliver supports and services during wet season flooding.

Packages commenced 2016/2017

Admissions  
Source: Service Delivery Board Reports October 2016 to June 2017.



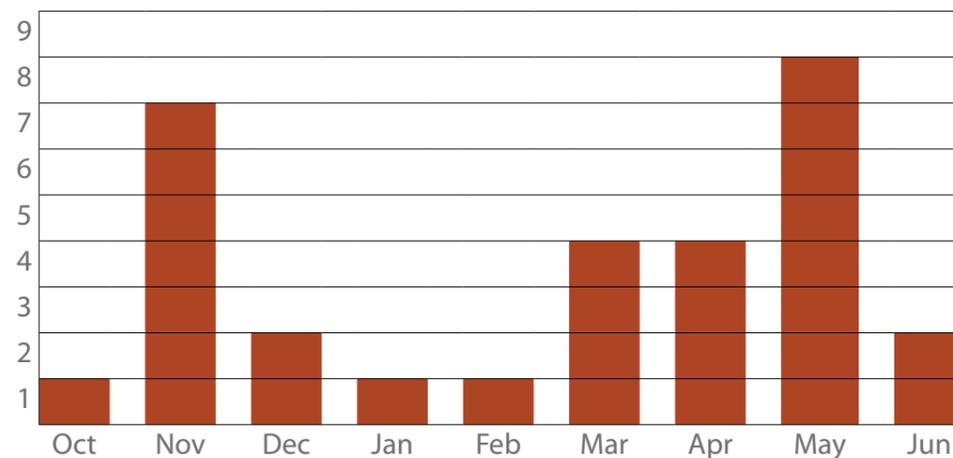
Far North received a total of 24 referrals between October 2016 and June 2017 with 20 of those commencing during the same period. Eight packages were discharged - four people left the Kimberley during this period and four people no longer required supports from Far North.

### Continuous improvement

A critical part of service delivery is ensuring a cycle of feedback and continuous improvement. Far North values feedback from individuals and their families, staff and members of the public and takes the opportunity to improve services as a result. This year as Far North establishes systems and processes, a strong focus has been on National Disability Standard 6 - Service Management. As a result, a number of procedures have been reviewed and redeveloped to ensure that the rights of individuals and families is upheld and appropriate safeguards are in place for individuals, families and Far North employees.

Referrals 2016/2017

Referrals  
Source: Service Delivery Board Reports October 2016 to June 2017.



Tania Woods has shared with her son Luke's Coordinator that she is very happy with the supports that Far North provide. It has allowed Tania the opportunity to go back to study and help raise her self-esteem. Luke appears a lot happier in himself and the supports provide him to be in a good routine.



### **NDIS rolls out to the Kimberley and Pilbara**

On Saturday 1st July the National Disability Insurance Scheme (NDIS) commenced in the Kimberley and Pilbara. Minister Stephen Dawson launched the NDIS in Broome to a gathering of local families, organisation representatives and our local member Josie Farrer.

Regional Manager Liz Hattan and her team organised a wonderful morning tea at the RSL which was enjoyed by a large group of people keenly interested in the opportunities the new scheme has to offer.

Currently, about 540 people with disability are accessing support through the local co-ordination service across the Kimberley and Pilbara. This number is expected to nearly double as the NDIS is implemented locally and more people connect with local co-ordinators and begin to access many more services.

The NDIS will operate from eight offices throughout the Kimberley and Pilbara and local co-ordinators will visit remote communities, including Balgo and Kalumburu.

18 staff are working in the region, 14 being local co-ordinators. This is planned to increase to about 40 employees once the NDIS is fully implemented.



### **Information, Linkages and Capacity Building Project**

Information Linkages and Capacity Building (ILC) forms an important part of the NDIS. ILC aims to support mainstream services and communities through the development of resources and capacity building activities, by involving, including and supporting people with disabilities to become or remain engaged in their communities. ILC supports people with disabilities to be active, engaged and involved members of their community, using generic services.

Historically Aboriginal people with disability have tended to have a lower uptake of formal services. At Far North it was important that we contributed to the communities in which we live and work by sharing information on the NDIS, the possibilities, how to engage with the scheme and developing resources that are culturally appropriate.

There-fore we were thrilled to be successful in obtaining two Information, Linkages and Capacity Building grants from the Department of Communities (Disability Services), to support Aboriginal and Torres Strait Island people in the Kimberley to engage with the NDIS in WA in a culturally relevant way.

***“I now feel I know some questions I might ask my doctor” Kununurra parent of a child with a disability***

Our project has three distinct parts and these are;

- Sharing information on the NDIS in WA
- Developing culturally appropriate resources for pre-planning
- Supporting individuals and their families to engage with the NDIS by trialling the pre-planning tools.

**Dominique Rouiselle** - Very happy with supports for Jesse. It allows him the opportunity to meet a variety of people and have positive experiences.

The project will focus on information being provided in culturally appropriate ways so that Aboriginal people have a greater awareness of the NDIS in WA and how they can test their eligibility, plan for supports and access reasonable and necessary services.

Three Information Coordinators are covering the Kimberley region, yarning with individuals, families and communities, sharing information about the scheme, how it can support people to go about their day to day routines, and get closer to achieving their goals.

Information has been shared in many different ways, and the benefits of this possible through the respectful way in which our staff build relationships and trust with people, particularly in remote areas.

*"I know some locals that desperately need help, now that I understand the NDIS scheme a bit more I think this will be the help they need". Small community organisation*

Far North Community Services will use a collaborative partnership approach to provide culturally appropriate information and advice on the NDIS in WA by working with existing organisations, aboriginal corporations and local and state government departments to explain the NDIS in WA and referral pathways and planning processes.

*"Thank you very much no one has been able to help us or send us to the correct place, for the past ten years we have been going around in circles and it only took you an hour" Referred carer onto another service due to not being eligible for NDIS WA.*



**Good morning Janet,**

***I would like to take this opportunity in thanking Far North Services for the provision of carers who support young residents that reside within the residential age care sector here at Germanus Kent House Broome.***

***The time away from the facility enable these clients improved quality of wellbeing.***

***It is wonderful to know that these clients are valued and have a plan of care and program specifically tailored to meet their individual needs.***

***Yours in care, Deborah Fisher  
Clinical Nurse Manager, Germanus Kent House.***

### Quality and Safeguarding

Far North was very excited to enter into a MOU with National Disability Services (NDS) to build systemic change within the organisation

- to further develop quality and safeguarding practices that align with the National Standards for Disability Services
- internal quality and safeguarding mechanisms to identify individual vulnerability and risk, and implement safeguards to meet the needs, circumstances and capacity of individuals who are considered to be vulnerable or at risk.

The program involved interactive workshops, a suite of tools and resources and practical, independent consultative support.

Far North CEO, Kathy Hough was invited to present on a panel with representative from 2 other organisations at the NDS State Conference on the 11th September. Kathy reported the following outcomes for Far North, our staff and the people supported by the organisation from participation in service development program.

### Outcomes included

- The Board adopted a range of easy read policies, including complaints, consultation, safeguarding and choice
- The staff complaints procedure was reviewed and improved as a result of direct feedback at the safeguarding training event.
- Staff participated in training in complaints management and safeguarding
- Enhanced risk management strategies resulted in the identification of a risk for safe evacuation from the home of people supported in the event of a fire. Structural change to the persons home is underway.
- Our continuous improvement register was reviewed and improved.
- Far North signed up to the NDS Quality Portal where we regularly review our compliance with the
  - National Standards for Disability Services
  - ACNC Governance Standards
  - Corporations Act
  - Better Care Better Services Standards
  - Common Care Standards
  - And many more....

### **Transition pathways youth expo**

Far North Community Services were invited to take part in a "Transition pathways youth expo" at Derby District High School in August. Students and families had the opportunity to hear firsthand from service providers, support agencies and potential employers about ways they can support young people post school. It was an opportunity for students to interact with the local community and discover ways that they can be supported during their journey to employment, training or tertiary studies.

Far North set up a stall with a laptop displaying the website, with lots of goodies for the students. Far North had the opportunity to link in with students and promote the amazing work they do. Other stalls there had been set up by the Department of Communities, the Police, Horizon Power and many more. It was a fantastic opportunity to network and build relationships and for our new Derby Coordinator, Elke to be introduced to the Derby community. Far North even got a mention on the Community Spirit radio station!

Fantastic day had by all and it was a wonderful opportunity to be part of the Derby community.

### **Far North Shining Stars Program**

On Monday 18th September the Board of Directors of Far North adopted The Far North Shining Stars Program. The Shining Stars demonstrate the Far North values and exceed expectations of their role.

Exceeding expectations at Far North is defined as the demonstration of outstanding performance where results and quality in all aspects of performance is exceptional.

Shining Stars award winners will be announced quarterly and will receive a \$100 giftcard and certificate. From these winners, an annual grand prize will be provided to the Shining Star of the Year, winning up to \$3000 to undertake a professional development approved course or program that will benefit the individual in their career progression.

**Julie Manado** - Very professional, accommodating of both the individual's and family's needs, very friendly and professional and helpful.



## **SERVICES IN DERBY**

Service delivery in Derby has improved in recent months as we have addressed staff shortages and are thrilled with our new experienced and professional team. Most of the team have recently started with Far North Community Services and we are very excited they are on board. The team describes themselves as a multicultural, ambitious and understanding team who are looking forward to working with and alongside the people we support and their families and being guided in how they wish services to be delivered. The team aspire to deliver values led services by always acting with respect, integrity and consistency.

The team have moved to Derby, Western Australia from all corners of the globe and are enjoying the challenges of remote service delivery. In Derby, we believe, we are not a team because we work together, we are a team, because we respect, trust and care for each other.

### **Members of our team are:**

Ann Marie Everett, Sam Sandhu, Rajinder Kaur, Audrey Segundo, Corinna De Souza who are led by our Coordinator, Elke Helten.



## SERVICES IN FITZROY CROSSING

### **Fitzroy Crossing Region**

- ▶ **At Far North we are in awe of our team in Fitzroy Crossing. They are a small but incredibly positive and resilient team. The last wet season brought high levels of rain, frequent flooding and high temperatures. Our amazing team kept smiling, even when they were walking a kilometre each day to a high, dry spot to collect the vehicle and when they spent four days marooned at their accommodation, flooded in.**

They are a team who are open to listening, learning and changing. Marcus, Trudi and Donna are well known in and around the valley and it is a joy to travel with them and see the strong relationships they have built with the people we support and their families.

Change can be daunting for some people, however we frequently hear 'oh this change is wonderful, it will mean so much to the families we work with' from Marcus who is committed to continuously improving and reflecting as we learn and grow at Far North.

### **Below is some Feedback provided by families**

Doris Doherty – really happy with the way Far North Supporters, have made a difference in April's life. She can now express what she wants freely.

Clare Malo – very happy with the supports that Far North provides has given an opportunity for Charlie do what he enjoys most – playing actual drums when he is taken to the music studio every Wednesday.

Mary George – I am that I can be assisted with sewing items I want. The Supporters are very patient with me.

Natasha Walker – "Leon is getting along well with the Far North support workers. He is getting more relaxed in the company of others who are not family members"

Dorothy Forrest - Very pleased to see Geraldine spending time with others doing activities she loves

Delphine Brown – I do appreciate what Far North is doing for Leonis by providing a safe environment.

### **Comments from families where Support is provided in their Community**

Lawford Smith and Helen Lissan from Wangkatjungka community and Aleena Skinner from Noonkanbah community

Very happy with Far North's introduction of community support whereby a worker spends a week supporting. They are excited with the prospect of having local resident support workers.

### **Highlights for Annual Report.**

Far North Fitzroy Crossing assisted in the following areas:-

#### **Local Wangki Radio**

By assisting Ronita Jackamarra, Ethan Hoad and Aquinas go to work, the Chairman of the Board commended them for commitment and consistent attendance for their live presentation slots daily (Monday to Friday)

#### **Accessing tourist areas such as Geikie Gorge**

The Department of Parks and Wild Life granted for the first time Entry fee waiver to all the people we support and the accompanying staff as from 1 August 2017

This exciting development will enable the people we support achieve their goal of accessing tourist places in the Fitzroy Valley.

### **Testimonial from Paddy Barnes**

***I am very happy with Far North Community Services as with their help I am able to continue living independently in my own home. Great service, thank you.***



*Theresa and Annie attending the Sorry Day event in Broome.*



## SERVICES IN KUNUNURRA

**Hi Janet**

***I would like to thank FAR NORTH with their assistance with my son Joel Pratt. They have been wonderful in finding a support worker for Joel. Joel has even found Employment with them in washing the cars which is a wonderful step for him.***

***I will be recommending them in the future.***

***Regards, Susie Pratt***



***Joel on his way to wash one of the Far North Vehicles.***

- ▶ The NDIS In WA has created many opportunities for people who live in the East Kimberley to set goals, develop a plan and work with Far North to achieve these goals. The team in Kununurra are really proud of the way they have worked with people to make a positive difference. The team led by Penny Gilbertson continue to demonstrate the Far North vision, 'that communities are enriched by the inclusion of all people' and work hard to ensure people supported are actively involved in the community.

Listed below are some great examples of what is possible.

### **North Regional Tafe Kununurra: Arnold**

In 2015 Arnold enrolled in the local Tafe and began his certificate one in business. Throughout this time AJ picked up many new computer skills as he explored Word, Excel and Publisher, AJ also enjoyed tasks involving the photocopier, laminating finished pieces of work and putting pieces together with the binder. In 2016 he completed his certificate and attended his Graduation early this year.

### **Mango Street – Job Pathways: Jarryd**

Early this year Jarryd has begun volunteering at Mango Street, which is an arm of Your Pathways. Jarryd has completed several pieces of furniture for his home, making him an important contributor. He has also generously completed a few pieces for the office at Far North. Jarryd is a popular member at Mango Street and is highly respected by the Monday morning crew. Jarryd loves the opportunity to work with power tools and be with men around his age doing what he loves to do.

### **Working at Coles: Chris**

Chris had a goal of working independently at Coles and he was able to achieve this after initially being supported for a period of time by Emma from Far North. Chris is now working independently on four hour shifts three days a week. Since this time Chris has gained great confidence, displaying high levels of customer service, and becoming well known by local customers.



### **Richard's Artwork commissioned for Kununurra office**

Far North engaged Richard to paint this beautiful canvas for the Kununurra office. Richard entered the piece of art into the Wunan Fair and it was announced that Richard has won first prize!! Richard wins \$500 and a photograph of his art piece will become the backdrop to the stage of the East Kimberley Aboriginal Awards night on 26 August 2017. Congratulations Richard.

Here's a little more about Richard.



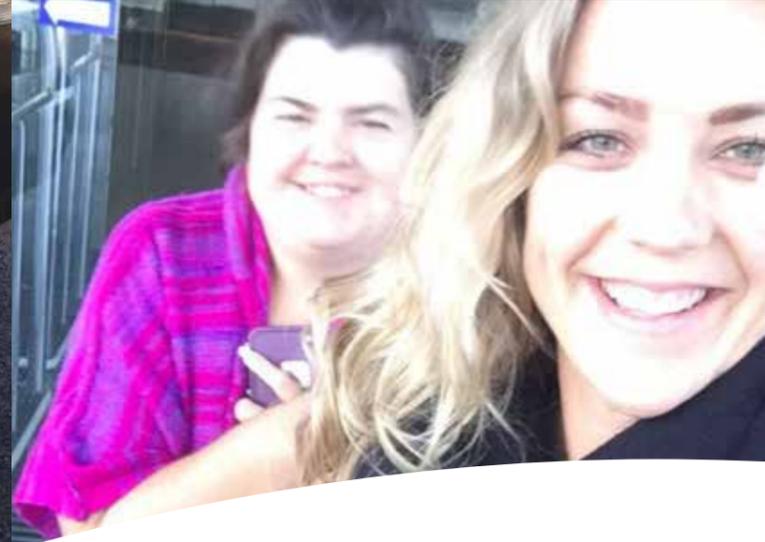
*My name is Chris and I have worked at Coles Kununurra since April 2016. I work in the grocery department tidying the shelves and getting rid of cardboard. I also show customers where to find items as I know where everything lives. I used to have a support worker with me, but now I work by myself.*

*My name is Richard Thomas Wilson. My Family and friends call me Richie.*

*I was born in Derby WA 1980. I was born with Cerebral Palsy which affects my speech and mobility. When I was only small I moved to Wyndham where I lived with my mother and brothers.*

*I went to Wyndham District High School until year 8, when I finished school I came to live in Kununurra with family.*

*I started painting in 2011. I went out bush to collect wood for didgeridoo. I made the didgeridoo and then painted it, that's when I found out I could paint. After that I started painting on canvas. I like painting because it helps me tell stories.*



### ***Vincent's volunteering role with "Feed the little children"***

Vincent has become a volunteer with a community organisation called Feed the Little Children who provide meals to children & families in Broome. On Friday evening Vincent, with assistance from his support worker, divides the foods into meal size portions and organises loading food parcels into the vehicle. Following that Vincent travels around Broome to different households distributing meals to children and their families. Every week can be

different – some weeks Vincent organises the food from inside the vehicle or alternatively assists handing out the meals to the children. Vincent looks forward to the work and is forming friendships with others who volunteer on Friday.

## **2.0 EXCELLENT STAFF**

### ***NDS WA Conference***

- ▶ **The NDS WA Conference 2017 is the premier disability conference in Western Australia.**

Far North was extremely well represented at the National Conference with 4 individuals we support attending, 7 staff and one parent. The Conference was held on 11th and 12th September at the Crown, Perth.

The conference explored the realities and opportunities of delivering change and creating great outcomes at a time of significant reform in the disability sector, in particular the transition to full roll out of the National Disability Insurance Scheme (NDIS).

The conference streams included Quality and Safeguarding, Sustainability and Transition and Workforce and Employment. Everyone learnt a lot and enjoyed getting to know each other.



## Shinju Matsuri

Shinju Matsuri was the first event for Far North and there was involvement by staff and the people we support in walking in the parade and with a fabulous stall. A magnificent day was had and we've included quite a few photos to show us off!



## NDS Customised Employment and Self Employment

Far North staff received training in this individualised approach to vocational supports by the School to Employment Transition team at NDS with the view to rolling out the customised employment support to people throughout the Kimberley.

### Customised Employment

Customised Employment is an individualised approach to vocational supports and services: one person at a time. It consists of two stages: Discovery and Job Creation. The goal of Customised Employment is to tailor jobs/ self employment to fit the skills, interests, strengths, and support needs of the individual whilst meeting the needs of business/the market for a service or product.

### Self-Employment/Micro-Business/Business-Within-A-Business

Microenterprise is a relatively untapped but legitimate and often successful employment option. Operating on a small scale, filling a niche in the market place, it is ideally established around an individual's interests and hobbies. Participants can explore, develop and potentially operate their own small business or microenterprise, gaining new skills in business, customer relations, marketing, social media and the industry that they are operating in. Having the opportunity to use their unique skills and abilities to generate some income and gain a public profile. This can often lead to the formation of natural relationship and social and community inclusion.

Info sourced from [www.nds.org.au/eventsandtraining/customised-employment-workshop](http://www.nds.org.au/eventsandtraining/customised-employment-workshop)

## NDS Learn and Develop E-Learning program

Another fantastic learning opportunity for our staff and families who manage their own supports and services is the NDS Learn and Develop E Learning program. There are a significant number of on-line E Learning modules that are self-paced and typically 30-45 minutes in length.

With the opportunity to complete the module and print off a certificate of success the e-learning program will make a significant contribution to the improvement of our services and is a demonstration of how we value our staff at Far North and their opportunity for lifelong learning.

Modules available include introduction to the support worker role, essential skills, looking after yourself and others, human rights, health and safety and understanding abuse.

# Our Vision

Communities enriched through the inclusion of all people

This is your  
an oasis wh  
a plac  
where we en  
enjoy you  
feel free  
this is a pl  
take yo  
open your  
this

## Values



### Open Future Learning

Far North partnered with Open Future Learning, which is an amazing ELearning experience with a range of multimedia tools to ensure our staff have access to training.

The modules follow the principles of plain language meaning they only use academic references when required and avoid any unnecessary use of acronyms and professional terminology.

The short films were created by collaborating with some of the most influential, revolutionary, and inspiring leaders and thinkers of our time. There are staff elearning modules and staff and individual's/family modules that are called side-by-side as you do the module together.

### Staff Learning modules

The Learning Modules are designed to benefit anyone who touches the lives of people with developmental, intellectual, and learning disabilities.

### Staff and individuals/families

The Side by Side modules have been created so that the people who receive support and the people who provide support can learn together.

After the module is completed you can print a certificate, a summary of your learning, your notes and interactive notes, and paperwork to complete a reflective action plan. We are looking forward to implementing this exciting flexible training for our staff.

### Some of the modules:

- Abuse prevention
- Active support
- Autism
- Autism and sensory processing
- Boundaries
- Building friendships and community
- Challenging behavior
- Difficult families?
- Employment
- Fasd supporting success!
- Five things you can do
- Five more things you can do
- Health and safety
- Intensive interaction
- Introduction to your role
- Jumping into the chaos of things
- Me and mine
- Person-centered approaches, thinking and planning
- Person-centered, a guide to being
- Self-determination
- Sexuality and relationships
- Supporting and understanding communication
- Understanding and promoting rights
- Valued social roles
- We work together
- Working on the inside



### **Wildlife support officer**

Jamilla has embarked on the wonderful journey of becoming a volunteer in supporting the animals out at the 12 Mile Bird Park in Broome. This has been a passion of Jamilla's since she was young girl. Bresland Insurance group worked extremely hard in supporting Far North's individual's to be insured to be volunteer's in the community. This has had a significant impact on the people's lives that Far North Support. It has allowed for Jamilla to become part of the team at the Bird Park and share a common love and passion in supporting and taking care of the animals.

Jamilla appears to be flourishing in her role and ensures that the chickens, geese and turkeys are well cared for and that they have enough food. Jamilla handles them with great care and is extremely gentle with them. Jamilla appears to be at ease and very comfortable in

her surroundings while out at the Bird park. She hopes over time to transition to feeding the birds. Jamilla's support workers and her family are extremely proud of her and have observed the positive and therapeutic impact it has on her. The Bird Park is the only place where Jamilla can be around the chickens and birds and she appears to be relishing in this. She looks forward to going every week and the environment has helped Jamilla to channel her emotions and help her develop coping skills and her work ready skills.

It is extremely exciting to watch Jamilla grow and develop and we look forward to seeing her progress and the enjoyment that it brings to her.

By Elaine Clarke  
Senior Coordinator



## 3.0 STRONG GOVERNANCE

### **Quality Evaluation Service Management**

- **In order to register as an endorsed provider for NDIS in WA in the Kimberley Far North had to undergo a Quality Assessment against compliance with Standard 6, Service Management of the National Standards for Disability Services. The evaluation took place on June 8th and was conducted by Gudrun Gilles.**

Comments in the final report include;

The service has a comprehensive range of strategic and operational policies, procedures and systems in place appropriate for its service size and scope as well as accommodating the intended growth.

The CEO and the two managers interviewed demonstrated an elevated level of knowledge in relation to service management, operations and staffing requirements. They shared information on current systems, processes and strategies in place to ensure that staff are well informed and skilled to perform their roles. Demonstrations on system functions were provided to

the assessor during the visit, including mobile information access ability for staff.

The service has undertaken extensive community consultation and strategic planning as well as invested in a comprehensive information management system to support its operations and intended growth.

The service has a variety of communication strategies in place to ensure staff in regional/ remote locations are connected and receive and provide on-time information relating to service delivery.

Far North relished the opportunity to participate in the Assessment as we have a strong belief in and culture of continuous improvement. Service improvement suggestions are an important part of participating in external evaluations and assessments. Gudrun identified the following service improvement activities;

- Have current emergency and evacuation plans for office locations reviewed by a registered authority
- Consider the development of a decision making process and guiding principles in relation to the use of community and family members as interpreters
- Review and extend processes in place relating to work safety and environmental risks when operating in private homes and diverse community settings
- Check the robustness of the existing administration and handling of medication policy and procedures in relation episodic and unforeseen circumstances particularly where staff are operating in isolation.

## **Workforce Plan**

As a new organisation, operating in a challenging geographical environment, Far North has several demographic, locational and geographical challenges to ensure a skilled and capable workforce is available for business needs.

Retention of competent, qualified and committed staff is the single most important factor in delivering quality services for people with disability and their families. Support work, community work and coordination of services requires specialist skill and high levels of training.

The rollout of the NDIS in July 2017 in the Kimberley and Pilbara will place increased pressure on the organisation to implement robust systems and people processes and to increase our ability to attract and retain capable and competent staff.

Far North is committed to person and family centred service delivery. People with disabilities are among the most vulnerable and disadvantaged cohort in our community. People with disabilities who live in regional areas experience further disadvantages due to the lack of therapy and other essential services for their wellbeing. Indigenous people are twice as likely to acquire a disability; however, uptake of services is lower than levels of non-Indigenous people. Many factors contribute to this, including cultural differences in how disability is perceived, geographic isolation, poor cultural awareness by service providers leading to ineffective service solutions and for some people complex support needs exacerbated by issues of poverty, homelessness, transient life styles and alcohol or substance abuse.

The aim of this workforce plan is to enable effective planning of staffing levels over the next 18 months that meet operational needs and are within budget. The plan calculates the correct number of employees for the business, as well as the appropriate skill sets to meet organisational goals

### **Key objectives of Far North's Workforce Plan are to identify:**

- Gaps between current and future workforce capability;
- Areas of skills shortage;
- Issues arising from an ageing workforce;
- Areas of workforce growth and shrinkage;
- Strategies to address the gaps and mitigate risk; and
- A succession plan for critical positions.

### **Risk to Far North in the area of workforce include the following;**

- attracting males in remote parts of the Kimberley for support work roles.
- an ageing workforce (24%) of the organisation is aged over 55.
- The seasonal nature of work with a transient population
- The changing nature of supports, with increased flexibility that can be inhibited by industrial and award conditions
- Engaging staff on 187 Visa in 2017, with the risk of a high turnover of permanent full time staff in 3-4 years' time

### **To address identified risk to the organisation Far North has:**

- Improved attraction and recruitment strategies by developing a website with strong visual appeal, branding and functionality.
- Improved attraction and recruitment strategies by developing print media that connects with a range of age groups and reflects the diverse workforce demographic of the Kimberly and Pilbara.
- Improved labour supply by developing partnerships with the local employment agencies in each location.
- Improved labour supply by offering 457 sponsorships in some hard to service locations with the opportunity to offer regional permanent sponsorship (187).
- Developed a training and professional development plan to address capability gaps, ensure continuous improvement and skill development for all staff.
- Committed financial resources to the annual training plan.
- Identified individuals in the current workforce who can undertake a mentoring and coaching role to improve capability.
- Identified individuals with capability and capacity for career development for succession planning.
- Improved participation and retention of the workforce by developing flexible work options.



## Support Plus

Communication, connection and quality are key themes at Far North. We believe that our support staff are critically important to the quality of the services we deliver and our greatest asset. There-fore we are pleased to introduce support plus as a way of valuing, recognising and supporting the important role support workers play within the organisation.

In a nutshell support plus is about;

### Communication

- Providing support staff with a mobile phone to make and receive all work related calls.
- Providing support staff with a Far North email address that they can access on their mobile phone for all work related emails.
- First Aid, Weather Alert and Payroll apps.

### Connection via your mobile phone

- Access to rosters 14 days in advance via the TRACCS app
- Adding kilometres travelled for work purposes in staff vehicles, directly onto the app to save time completing travel log claims
- Lodging incident reports and sending email alerts to Coordinators from the app
- Adding a case or progress note for the person you are supporting directly to the TRACCS database for Coordinators to view and action if necessary.
- Logging into each shift at commencement to see notes, alerts, strategies for the support time and logging off to complete timesheets in real time, eliminating the need to pick up and return paper timesheets.
- Receiving all changes to rosters as an alert that you acknowledge
- Logging into the Xero Me app and view payslips, get pay history and update contact details.

## Quality

- Information being fed directly into the TRACCS database in real time for Coordinators to review and action if necessary
- Timesheets being completed as support is provided, reducing admin time spent on approval and follow up collecting and printing rosters
- Valuing our staff by providing them with the tools and resources they need to support people well
- Information about the people we support only going to Far North email addresses removing the likelihood of personal information being accessible on shared private email accounts
- Staff contact and other information is kept up to date and accurate
- Incidents and case notes are sent directly into the database in real time and can be actioned promptly.
- Increased safety / connection for staff travelling long distance with alerts if staff haven't logged on to start their shift.



## Facilitating greater choice and control for families

### Individual Client Portal

The roll out of the NDIS in WA in the Kimberley has not only seen an increase in the number of people accessing services, it has provided an opportunity for individuals and families to have greater control over how and when their services are delivered.

At Far North we believe in contemporary, person centred approaches that safeguard people, keeping our teams connected and giving individuals and families choice and control over how their services are delivered.

There-fore we are pleased that we will be trialling a client portal during 17/18 where families can log in and make a booking for a support service, choose and roster their own support worker, approve or query supports, and have real time data on their funding.

During the trial we will learn what works and what families need. This will inform the next phase of our strategic plan to give individuals and families greater choice and control.



## 4.0 INFLUENTIAL RELATIONSHIPS

### *The Council of Regional Disability Services*

- ▶ **The Council of Regional Disability Services (CORDS) was established in 2004 for people in leadership roles in regionally-governed disability services to share information and address common challenges.**

The first meeting was held in Albany at a time when regional service providers were concerned about changes to the industrial landscape and wanted a collective voice on matters that affected people and services based in rural areas. CORDS gave CEO's support from their peers and greatly reduced isolation experienced due to distance. In 2010, CORDS membership voted to appoint a Chairperson and Vice-chairperson to ensure the group has a central contact to speak on behalf of the group and coordinate meetings.

Far North was very proud to host the 2 day CORDS meeting in Broome on the 18th and 19th May 2017. With 17 delegates attending from services based in Bunbury, Margaret River, Narrogin, Albany, Geraldton, Peel and Kalgoorlie the meeting was a huge success.

The value and importance of CORDS is demonstrated by the agenda and invited guests, including Minister for Disability Services and the Environment the Hon Stephen Dawson MLA, Julie Waylen, State Manger of NDS and France Buchannan Senior Policy Officer at NDS and Marion Hailles-Macdonald, Executive Director of Sector Development of the (then) Disability Services Commission. Items on the agenda included:

- The roll out of the NDIS in WA
- Pricing for services in the NDIS in WA
- Demonstration of TRACCS customer management software

- Innovative workforce development fund
- Updates on the development of the Industry Plan
- Updates from regional services providers on important issues, positive stories and challenges.
- Updates on a variety of national agenda issues such as aged care, housing and the Prime Minister and Cabinet's Indigenous Advisory Committee.

### ***Reciprocal arrangement Visual Communication Consultants***

Far North has a reciprocal arrangement with Visual Communication Consultants who provide services and programs state wide to people of all ages with complex communication needs. We are very happy to be in partnership with Michelle Lewin in providing the use of our Broome office to hold the Auslan courses in the evenings. In exchange, each semester one of our staff member's get the great opportunity to take part in an Auslan course.

W: [www.visualcommunicationconsultants.com.au](http://www.visualcommunicationconsultants.com.au)

## 5.0 FINANCIAL REPORT

### General Purpose Financial Report - Reduced Disclosure Requirements

Far North Community Services Ltd

ABN 82 614 438 658

For the period ended 30 June 2017

## Directors' Report

Far North Community Services Ltd

For the period ended 30 June 2017

The Directors of Far North Community Services Ltd present their report together with the financial statements for the financial period ended 30 June 2017 and the Independent Audit Report thereon.

### Director Details

The following persons were Directors throughout the period and at the date of this report:

Name	Position	Date Started	Date Resigned
Chris Maher	Chairperson	25th August 2016	
Justin Mortley	Secretary	25th August 2016	
Mala Croft JP	Director	25th August 2016	21st August 2017
Andrew Coopes	Director	25th August 2016	
Cherie Sibosado	Director	25th August 2016	
Hayley Haas	Director	25th August 2016	

### Qualifications, Experience and Special Responsibilities of Directors and Key Personnel

#### Chris Maher

Chris has significant experience in disability services having worked for the Disability Services Commission (DSC) from 1982 to 2005 including a role as the Local Area Supervisor in Broome. Chris brings a wealth of local knowledge, high levels of social capital and commitment to quality supports and services for people with disability that are led by the individuals and families. He is currently the Director IT Strategies at Unique Kimberley, an innovative tourism consulting service based in Broome, President of Shinju Matsuri and a Director of Art House Framing and Picture Supplies.

#### Justin Mortley

Justin has over 10 years experience working in specialised facilities and mainstream schools assisting students with disability to access meaningful learning. In 2011, he helped fund and establish an education support style centre in Winterton, South African. Since moving to Australia in 2012 he has worked in the Individual Learning Centre based at Cable Beach Primary School and managed the Kimberley Disability Coordination Team which assisted schools to access training, specialists, diagnosis, funding models etc. He is now based in Kununurra.

#### Mala Croft

Mala was raised in Wyndham in the far north and has extensive connections throughout the Kimberley region. A strong advocate for women's rights and social issues, she is a serving Justice of the Peace, Broome Shire Councillor, Chairperson of Broome's Community Safety Working Group and Youth Advisory Council, Vice President of the Broome Labor Branch, Master of Ceremonies, Durack Federal Electorate Committee State Executive Delegate, and is currently developing her own small business in Broome while managing the office of the Member for Kimberley, Josie Farrer MLA.

#### Andrew Coopes

Andrew is a Project Manager, specialising in Infrastructure Projects, Schools, Hospitals, Health facilities, Technology and systems deployment. Andrew has a background in Mechanical, Electrical, Construction, Business Development, Financial Management, TAFE Training and multiple trades. He also has experience across Government & Private sectors including Infrastructure, Industrial, Commercial, Transport, Mining and Marine industry sectors.

### Cherie Sibosado

Cherie is a local Indigenous woman with strong family connection and community networks throughout the Kimberley region. She has 20 years' work experience in areas such as Social Justice, Community Development, Social Housing, Education, Employment & Training, Children & Youth Services, Disability Support, Management, Governance and Leadership and is also actively involved in a number of community organisations as either a Committee member or Mentor across areas such as Childcare, Early Childhood Learning & Development, Women's Refuge, Suicide Prevention & Support and Social Welfare. Cherie has worked within both the Government and Non-Government sector across urban, rural and remote areas in Western Australia.

### Hayley Haas

Hayley is an experienced legal practitioner in complex commercial dispute resolution and brings human rights advocacy and capacity building experience to her role, having advised several international human rights organisations with consultative status to the Economic and Social Council of the United Nations. She currently practices as Special Counsel for KRED Legal, a Broome based legal service provider that is wholly owned by Aboriginal native title groups. Hayley works on large scale negotiations to secure high benchmarks for Aboriginal cultural heritage protection and strong employment, contracting and commercial outcomes for native title parties faced with resource development in the Kimberley.

### Kathy Hough (CEO)

Kathy has over 30 years' experience working alongside and with people with disabilities in paid and voluntary roles. Kathy has worked as a Social Trainer, was a host family for 13 years for a lady with a profound intellectual disability, epilepsy and acquired brain injury and has held CEO roles for over 20 years. In addition, Kathy has been involved in many industry working parties, civic and Board roles within the sector and led the development of three regional disability service providers. Kathy was the Deputy Chairperson of the Disability Services Commission Board from 2014 to June 2017. Kathy has a proven track record in delivery of quality supports and services for people with disability in regional WA. Kathy has a Bachelor of Social Science (Human Services), Master of Regional Development and Grad Certificate in Australian Rural Leadership.

### Meetings of Directors

During the financial period, a number of meetings were held. Attendances by each person during the period were as follows:

Name	Number Eligible to Attend	Number Attended
Chris Maher	9	7
Justin Mortley	9	6
Mala Croft JP	9	6
Andrew Coopes	9	3
Cherie Sibosado	9	8
Hayley Haas	9	8

### Principal Activities

The principal activities of the Company during the financial period were the setup of the business with incorporation on the 25th August 2016 for the provision of supports and services for people with disability in the Kimberley region.

There have been no significant changes in the nature of these activities during the period.

### Financial Result

The net surplus for the period from 25th August 2016 to 30 June 2017 amounted to \$870,275.

### Objectives

The Company's short-term objectives are to deliver on four key priority areas, in partnership with people, families and communities to deliver practical, flexible services and support:

- service outcomes - quality outcomes for individuals and families
- excellent staff - diverse, skilled and motivated workforce
- strong governance - effective systems, resourcing and decision making
- influential relationships - strategic partnerships and relations that change lives for the better

The Company's long-term objectives are to:

- establish and maintain an environment based on the values of understanding, inclusion, integrity, respect, responsiveness and consistency; and
- become a service provider that people are highly satisfied with and an employer of choice for staff; and
- be sustainable and strive for continuous improvement so as to offer the best possible outcomes for people with disability and their families.

### Strategy for Achieving Objectives

To achieve these objectives the Company has adopted the following strategies:

- Understanding needs and how best to respond to them through regular consultation with families, review of referrals and demographic profiling to identify trends
- Maintaining delivery systems that are responsive to individual needs and offer a complementary mix of services
- Monitoring and evaluating service delivery by developing regular feedback opportunities with links to service improvements
- Recruiting and retaining skilled and committed staff, developing staff capability and culture with training and professional development opportunities and maximising the effective utilisation of available staff
- Maintaining a skilled and engaged Board supported by sound financial and operational reporting
- Developing optimal systems, structures and acquiring physical resources to enable efficient operations and support organisational growth
- Partnering with relevant organisations to expand service in the region, identifying and participating in collaborative opportunities that build awareness in the community, representing and advocating the needs of people with disability and their families and communicating and sharing information about the organisation.

### Contribution in 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 \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2017 the total amount that members of the Company are liable to contribute if the Company wound up is \$60.

### Indemnifying Officers or Auditor

During the period, the Company paid a premium to insure officers of the Company, including directors, the company secretary, public officers and employees. The liabilities insured are legal costs that may be incurred in defending civil or criminal proceedings that may be brought against the officers in their capacity as officers of the Company, to the extent permitted by law. Details of the amount of the premium paid in respect of the insurance policies is not disclosed as such disclosure is prohibited under the terms of the contract.

No indemnities have been given during or since the end of the financial period for any person who is or has been an officer or auditor of the Company, except to the extent permitted by law.

**Auditor's Independence Declaration**

The auditor's independence declaration for the financial period ended 30th June 2017 has been received and can be found on page 60 as an addendum to this financial report.

Signed in accordance with a resolution of the Directors. Dated this 20th day of October 2017.



Christopher Maher (Chairperson)



Justin Mortley (Secretary)

## Directors' Declaration

Far North Community Services Ltd  
For the period ended 30 June 2017

In the opinion of the Directors of Far North Community Services Ltd:

1. The financial statements and notes of the Company are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

a. Giving a true and fair view of its financial position as at 30 June 2017 and of its performance for the financial period ended on that date; and

b. Complying with Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Not-for-profits Commission Regulation 2013; and

2. There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Directors.

Dated this 20th day of October 2017.



Chairperson: Christopher Maher



Secretary: Justin Mortley

## Statement of Profit or Loss and Other Comprehensive Income

Far North Community Services Ltd

For the period from 25th August 2016 to 30 June 2017

	Notes	2017
<b>Operating Income</b>		
Revenue	2	2,824,055
Other Income	3	1,437
<b>Total Operating Income</b>		<b>2,825,492</b>
<b>Operating Expenses</b>		
Employee Benefits Expense	4	1,975,901
Depreciation Expense	9	203,768
Amortisation Expense	10	8,000
Brokered Respite		126,795
Motor Vehicle Expenses		88,140
Rent & Utilities		158,363
Other Operating Expenses		321,097
<b>Total Operating Expenses</b>		<b>2,882,064</b>
<b>Operating Deficit for the Period</b>		<b>(56,572)</b>
<b>Non-Operating Items</b>		
Non-Operating Revenue	2	926,847
<b>Total Non-Operating Items</b>		<b>926,847</b>
<b>Net Surplus before Income Tax</b>		<b>870,275</b>
<b>Income Tax Expense</b>		
Income Tax Expense		-
<b>Total Income Tax Expense</b>		<b>-</b>
<b>Net Surplus after Income Tax</b>		<b>870,275</b>
<b>Total Comprehensive Income for the Period</b>		<b>-</b>

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

## Statement of Financial Position

Far North Community Services Ltd

As at 30 June 2017

	Notes	2017
<b>Assets</b>		
<b>Current Assets</b>		
Cash & Cash Equivalents	5	1,269,219
Trade & Other Receivables	6	3,743
Other Current Assets	7	42,200
<b>Total Current Assets</b>		<b>1,315,162</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	9	468,090
Intangible Assets	10	31,000
<b>Total Non-Current Assets</b>		<b>499,090</b>
<b>Total Assets</b>		<b>1,814,252</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and Other Payables	11	336,521
Other Current Liabilities	12	436,990
Provisions	13	129,921
<b>Total Current Liabilities</b>		<b>903,432</b>
<b>Non-Current Liabilities</b>		
Provisions	13	40,545
<b>Total Non-Current Liabilities</b>		<b>40,545</b>
<b>Total Liabilities</b>		<b>943,977</b>
<b>Net Assets</b>		<b>870,275</b>
<b>Equity</b>		
Retained Earnings		820,894
Reserves	14	49,381
<b>Total Equity</b>		<b>870,275</b>

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

## Statement of Changes in Equity

Far North Community Services Ltd

For the period from 25th August 2016 to 30 June 2017

2017

### Equity

Opening Balance	-
<b>Retained Earnings</b>	
Current Year Earnings	870,275
Appropriation to Reserves	(49,381)
<b>Total Retained Earnings</b>	<b>820,894</b>
<b>Reserves</b>	
Appropriation from Retained Earnings	49,381
<b>Total Reserves</b>	<b>49,381</b>
<b>Total Equity</b>	<b>870,275</b>

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

## Statement of Cash Flows

Far North Community Services Ltd

For the period from 25th August 2016 to 30 June 2017

Notes

2017

### Cash flows from Operating Activities

Receipts from grants	3,495,699
Receipts from donations	338,508
Receipts from customers	19,515
Cash receipts from other operating activities	456
Payments to clients, suppliers and employees	(2,461,730)
<b>Net Cash flows from Operating Activities</b>	<b>1,392,448</b>

### Cash flows from Investing Activities

Acquisition of property, plant and equipment	(123,229)
<b>Net Cash flows from Investing Activities</b>	<b>(123,229)</b>

### Cash flows from Financing Activities

Other cash items from financing activities	-
<b>Net Cash flows from Financing Activities</b>	<b>-</b>

**Net increase in cash and cash equivalents** 1,269,219

Cash and cash equivalents at the beginning of the financial period -

**Cash and cash equivalents at the end of the financial period** 5 1,269,219

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

# Notes to the Financial Statements

## Far North Community Services Ltd For the period ended 30 June 2017

### 1. Summary of Accounting Policies

The financial report includes the financial statements and notes of Far North Community Services Ltd, a not-for-profit public company limited by guarantee. This is a general purpose financial report prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012.

The financial statements for the period, commencing on the date of incorporation on 25th August 2016 and ending on 30 June 2017, were approved and authorised for issue by the Board of Directors on 20th October 2017.

The following significant accounting policies have been adopted in the preparation of these financial statements:

#### Revenue and Other Income

Revenue comprises revenue from the sale of goods, government grants, fundraising activities and client contributions. Revenue is measured at the fair value of the consideration received or receivable for goods supplied and services provided, excluding sales taxes, rebates and trade discounts. Revenue is recognised when the amount of revenue can be measured reliably, collection is probable, the cost incurred or to be incurred can be measured reliably, and when the criteria for each of the Company's different activities have been met.

Grant and donation income, including cash and goods for resale, is recognised when the entity obtains control over the funds, economic benefit are probable and the amount can be measured reliably. If conditions are attached to a grant, recognition as revenue is deferred until those conditions are satisfied. Where a grant is received on the condition that specified services are delivered, revenue is recognised as services are performed and at year end a liability is recognised until the service is delivered.

Fees charged for care or services provided to clients are recognised when the services is performed.

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

#### Operating Expenses

Operating expenses are recognised in profit or loss upon utilisation of the service or at the date of their origin.

#### Income Tax

The Company is exempt from income tax under Division 50-B of the Income Tax Assessment Act 1997.

Accordingly, no income tax expense has been charged to revenue and expenses and no provision for income tax payable has been allowed for in the statement of financial position.

#### Cash and Cash Equivalents

Cash and cash equivalents includes cash at bank, cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less. Bank overdrafts are shown in current liabilities on the statement of financial position.

#### Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from trade debtors as well as other amounts receivable. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

#### Property, Plant and Equipment

Property, plant and equipment include leasehold improvements, motor vehicles, furniture and fittings and other plant and equipment which are carried at cost less, where applicable, any accumulated depreciation and impairment losses. Acquisition costs include those directly attributable to bringing the assets to the location and condition necessary for it to be capable of operating in the manner intended by the Company. Assets donated in kind have been recognised at their transferred written down value which approximates fair market value.

The depreciable amount of all property, plant and equipment is depreciated over the useful lives of the assets to the Company commencing from the time the asset is held ready for use.

#### Depreciation

The depreciation method and useful lives used for items of property, plant and equipment reflects the pattern in which their future economic benefits are expected to be consumed by the Company:

- Plant and equipment: 3-10 years (straight-line)
- Motor vehicles: 3 years (diminishing value)
- Leasehold improvements: life of lease (straight-line)
- Computer equipment: 3 years (straight-line)

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Material residual value estimates, depreciation methods and useful lives of assets are reviewed annually to ensure they are still appropriate.

#### Intangible Assets

##### Acquired Intangible Assets

Acquired computer software licences are capitalised on the basis of the costs incurred to acquire and install the specific software and amortised on a straight-line basis over their estimated useful lives. Residual values and useful lives are reviewed at each reporting date. In addition, these assets are subject to impairment testing.

#### Impairment of Assets

At the end of each reporting period, the Directors review the carrying amounts of its assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the statement of profit or loss.

#### Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the Company during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

#### Goods and 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. Receivables and payables in the statement of financial position are shown inclusive of GST.

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

## Employee Benefits

Provision is made for employee benefits arising from services rendered by employees to the end of the reporting period.

### Short-term employee benefits

Short-term employee benefits are benefits, other than termination benefits, that are expected to be settled wholly within 12 months after the end of the period in which the employees render the related service. Examples of such benefits include wages and salaries, non-monetary benefits, annual leave and personal leave. Short-term employee benefits are measured at the undiscounted amounts expected to be paid when the liabilities are settled, including on-costs and anticipated wage increases.

### Long-term employee benefits

Liabilities for long service leave are included in other long-term benefits as 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. They are 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 government 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 profit or loss in the periods in which the changes occur.

## Provisions and Contingent Liabilities

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

No liability is recognised if an outflow of economic resources as a result of present obligation is not probable. Such situations are disclosed as contingent liabilities, unless the outflow of resources is remote in which case no liability is recognised.

## Leases

Leases of property, plant and equipment, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

## Financial Instruments

Financial assets and financial liabilities are recognised when the Company becomes a party to the contractual provisions of the financial instrument, and are initially recognised at cost, which includes transaction costs, and subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised in other comprehensive income and reported within in equity reserves.

All other income and expenses relating to financial assets that are recognised in profit or loss are presented within finance costs or finance income, except for impairment of trade receivables which is presented within other expenses.

## Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within 12 months of receipt of the grant. Where the amount received is in respect of services to be provided over a period that exceeds 12 months after the reporting date or the conditions will only be satisfied more than 12 months after the reporting date, the liability is discounted and presented as non-current.

## Economic Dependence

The Company is dependent upon the ongoing receipt of State Government grants, including those from the Disability Services Commission, community and corporate donations to ensure the ongoing continuance of its programs. At the date of this report, management has no reason to believe that this financial support will not continue.

## Significant Management Judgement in applying Accounting Policies

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 those that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below.

### Impairment

In assessing impairment, management estimates the recoverable amount of each asset, 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 technical obsolescence that may change the utility of certain software and IT equipment.

### 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.

2017

## 2. Revenue

<b>Operating Revenue</b>	
Government Grants	2,799,072
Fees for Service	24,983
<b>Total Operating Revenue</b>	<b>2,824,055</b>
<b>Non-Operating Revenue</b>	
Non-Recurrent Gifts & Donations	926,847
<b>Total Non-Operating Revenue</b>	<b>926,847</b>
<b>Total Revenue</b>	<b>3,750,902</b>

Non-recurrent gifts and donations consist of cash and other assets donated in kind by Kimberley Individual Family Support Association (KIFSA) for the purposes of the Company delivering services in the Kimberley Region that were previously provided by KIFSA.

2017

## 3. Other Income

Sundry Income	1,437
<b>Total Other Income</b>	<b>1,437</b>

2017

## 4. Employee Benefits Expense

Wages, Salaries & Allowances	1,625,314
Superannuation	140,944
Workers Compensation Insurance	39,177
Employee Benefit Provisions Expense	170,466
<b>Total Employee Benefits Expense</b>	<b>1,975,901</b>

2017

**5. Cash and Cash Equivalents**

Cash at Bank	1,247,394
Cash on Hand	1,825
Short Term Deposits	20,000
<b>Total Cash and Cash Equivalents</b>	<b>1,269,219</b>

2017

**Reconciliation of Net Surplus to Net Cash Flows from Operating Activities**

Net Surplus for the Period	870,275
Depreciation and Amortisation Expense	211,768
Property, Plant & Equipment Donated in Kind	(548,629)
Intangible Assets Donated in Kind	(39,000)
Increase in Trade & Other Receivables	(3,743)
Increase in Other Assets	(42,200)
Increase in Trade & Other Payables	336,521
Increase in Other Liabilities	436,990
Increase in Provisions	170,466
<b>Total Reconciliation of Net Surplus to Net Cash Flows from Operating Activities</b>	<b>1,392,448</b>

2017

**6. Trade and Other Receivables**

Trade Debtors	3,743
<b>Total Trade and Other Receivables</b>	<b>3,743</b>

2017

**7. Other Assets**

<b>Current</b>	
Prepaid Expenses	19,434
Accrued Income	2,766
Other Current Assets	20,000
<b>Total Current</b>	<b>42,200</b>
<b>Total Other Assets</b>	<b>42,200</b>

2017

**8. Financial Assets and Liabilities**

<b>Financial Assets</b>	
Cash & Cash Equivalents	1,269,219
Trade & Other Receivables	3,743
<b>Total Financial Assets</b>	<b>1,272,962</b>
<b>Financial Liabilities</b>	
Trade & Other Payables	336,521
Other Liabilities	436,990
<b>Total Financial Liabilities</b>	<b>773,511</b>

2017

**9. Property, Plant & Equipment**

<b>Plant &amp; Equipment</b>	
Plant & Equipment	94,196
Less: Accumulated Depreciation on Plant & Equipment	(77,563)
<b>Total Plant &amp; Equipment</b>	<b>16,633</b>
<b>Motor Vehicles</b>	
Motor Vehicles	500,339
Less: Accumulated Depreciation on Motor Vehicles	(110,317)
<b>Total Motor Vehicles</b>	<b>390,022</b>
<b>Buildings &amp; Leasehold Improvements</b>	
Buildings & Leasehold Improvements	77,323
Less: Accumulated Depreciation on Buildings & Leasehold Improvements	(15,888)
<b>Total Buildings &amp; Leasehold Improvements</b>	<b>61,435</b>
<b>Total Property, Plant &amp; Equipment</b>	<b>468,090</b>

2017

**Reconciliation of Property, Plant & Equipment**

<b>Additions</b>	
Assets Donated in Kind	548,629
Assets Purchased During the Year	123,229
<b>Total Additions</b>	<b>671,858</b>
Disposals	-
Depreciation Expense	(203,768)
<b>Total Reconciliation of Property, Plant &amp; Equipment</b>	<b>468,090</b>

2017

**10. Intangibles**

Intangibles	39,000
Less: Accumulated Amortisation on Intangibles	(8,000)
<b>Total Intangibles</b>	<b>31,000</b>

Intangible assets consist of software licences registered in the Company's name which were purchased by KIFSA and donated in kind.

2017

**Reconciliation of Intangibles**

<b>Additions</b>	
Assets Donated in Kind	39,000
Assets Purchased During the Year	-
<b>Total Additions</b>	<b>39,000</b>
Disposals	-
Amortisation Expense	(8,000)
<b>Total Reconciliation of Intangibles</b>	<b>31,000</b>

2017

**11. Trade & Other Payables**

Trade Payables	225,617
Other Creditors & Accruals	110,904
<b>Total Trade &amp; Other Payables</b>	<b>336,521</b>

2017

**12. Other Liabilities**

<b>Current</b>	
Grants Received in Advance	332,301
Unexpended Grants	104,689
<b>Total Current</b>	<b>436,990</b>
<b>Total Other Liabilities</b>	<b>436,990</b>

2017

**13. Provisions**

<b>Current</b>	
Annual Leave	106,662
Personal Leave	23,259
<b>Total Current</b>	<b>129,921</b>
<b>Non-Current</b>	
Long Service Leave	40,545
<b>Total Non-Current</b>	<b>40,545</b>
<b>Total Provisions</b>	<b>170,466</b>

2017

#### 14. Reserves

Special Purpose Reserve	49,381
<b>Total Reserves</b>	<b>49,381</b>

The special purpose reserve represents the balance remaining from cash funds gifted and quarantined for 12 months on request by KIFSA for the purposes of settling KIFSA related trade creditors.

2017

#### 15. Auditor Remuneration

Audit and review of financial statements	17,000
Other fees and charges	2,064
<b>Total Auditor Remuneration</b>	<b>19,064</b>

#### 16. Related Party Transactions

The Company's related parties include its key management personnel and related entities. Unless otherwise stated, none of the transactions incorporate special terms and conditions and no guarantees were given or received. Outstanding balances are usually settled in cash.

##### Interest in Contracts

No contracts have been entered into with related parties during the financial period.

##### Transactions with Key Management Personnel

Key management represent executive members of the Board of Directors of the Company including the Chief Executive Officer. Remuneration of key management personnel for the financial period includes the following expenses:

2017

#### Remuneration

Short term employee benefits	89,915
Long term employee benefits	1,509
<b>Total Remuneration</b>	<b>91,424</b>

#### 17. Contingent Liabilities

There are no contingent liabilities that have been incurred by the Company during the financial period ended 30 June 2017 or at the date of this report.

#### 18. Leases

The Company's future minimum operating lease payments are as follows:

2017

#### Minimum Lease Payments Due

Within 1 year	137,052
1 to 5 years	136,262
After 5 years	-
<b>Total Minimum Lease Payments Due</b>	<b>273,314</b>

#### 19. Capital commitments

The Company has no capital commitments in relation to the financial period ended 30 June 2017.

#### 20. Capital management policies and procedures

Management controls the capital of the Company to ensure that adequate cash flows are generated to fund its programs and that returns from investments are maximised. The Board and management ensure that the overall risk management strategy is in line with this objective. The Company's capital consists of financial liabilities, supported by financial assets. Management effectively manages the Company's capital by assessing the Company's financial risk and responding to changes in these risks and in the market.

#### 21. Post-reporting date events

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

#### 22. Member's guarantee

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 \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2017, the total amount that members of the Company are liable to contribute if the Company wound up is \$60.

DIRECTORS:

ROBERT CAMPBELL CA, CPA, RGA, MAICD, MSW  
VIRAL PATEL CA, CPA, FCCA (UK), RGA  
ALASTAIR ABBOTT CA, RGA, MAICD, M.FORENSIC ACCOUNTING

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## AUDITOR'S INDEPENDENCE DECLARATION

To the Board of Directors of Far North Community Services Ltd

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to our audit of the financial report of Far North Community Services Ltd for the year ended 31 December 2016, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit

Australian Audit Pty Ltd  
Chartered Accountants

Robert John Campbell, CA CPA  
Registered Company Auditor number 334773  
Director  
Perth, Western Australia



Dated: 23 October 2017

## INDEPENDENT AUDITOR'S REPORT

To the members of Far North Community Services Ltd

### Report on the Audit of the Financial Report Opinion

We have audited the financial report of Far North Community Services Ltd (the Entity), which comprises the statement of financial position as at 31 December 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by the Board of Directors.

In our opinion the accompanying financial report has been prepared in accordance with requirements of Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- c) giving a true and fair view of the Entity's financial position as at 31 December 2016, and of its financial performance and its cash flows for the year then ended; and
- d) complying with Australian Accounting Standards, and Division 60 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 *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) 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 ethical 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.

### Responsibilities of the Board of Directors for the Financial Report

The Board of Directors is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and the ACNC Act. The responsibility of the Board of Directors also includes such internal control as Board of Directors determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, Board of Directors is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

The Board of Directors is 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 the 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 this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Board of Directors.
- Conclude on the appropriateness of Board of Directors's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### Report on Other Legal and Regulatory Requirements

In our opinion, Far North Community Services Ltd has complied with 60-30(3)(b), (c) and (d) of the ACNC Act:

- by providing us with all information, explanation and assistance necessary for the conduct of the audit;
- by keeping financial records sufficient to enable a financial report to be prepared and audited; and
- by keeping other records required by Part 3-2 of the ACNC Act, including those records required by Section 50-5 that correctly record its operations, so as to enable any recognised assessment activity to be carried out in relation to the entity.

**Australian Audit Pty Ltd**  
Chartered Accountants

**Robert John Campbell, CA CPA**  
Registered Company Auditor number 334773  
**Director**  
Perth, Western Australia

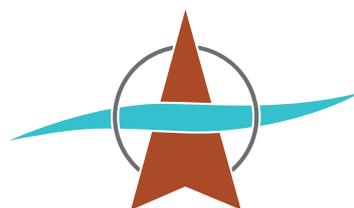


**Dated: 23 October 2017**

*Annual Report 2016/17*

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**far north**  
community services