

Annual Report 2019/20

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



far north
community services



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 a shared vision of quality services in the Kimberley and access to more services. We attracted Board members and Senior staff with lived experience of disability, many years of caring for a person with a disability, or experience working alongside people with disabilities and their families and those passionate about quality services.

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

At Far North we believe in inclusion, keeping families strong, respecting and celebrating culture and constantly learning so we can support you in the proper way.



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Our Vision

Communities enriched through the inclusion of all people

Our Mission

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

Our Objectives

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 relationships that change lives for the better



Our Values

Understanding

We understand people are faced with real challenges

Integrity

We do what we say we will do and be accountable for the outcomes

Inclusion

We work to the strength of all people

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





Chairperson's Report

Four years on from our incorporation, Far North Community Services (Far North) is established as the largest NDIS provider in the region and is financially secure.

The organisation is in a position to invest back in to the communities in which we operate. More importantly though, Far North is delivering on our mission to partner with people with disability, their families, carers and guardians and other stakeholders to deliver a wide range of services that make a positive difference to the lives of people with disability.

The declaration of the pandemic sharpened our focus on our core business and we put our plans to develop our next strategic plan on hold whilst we prioritised the people we support, our staff and their families. It is important to the Board that we can hold face to face consultations and give people the time to share their feedback and I'm pleased that we are now preparing to commence consultations early in 2021 to develop our strategic priorities for the next three years. Joel Levin from Aha Consulting has been contracted to assist with the consultation process.

The Board has introduced a new policy for Whistle-blowers and established a website to enable confidential reporting and meeting whistleblower protection requirements. In order to prepare for our transition to the National Quality and Safeguards Commission, the Board is reviewing policies, risk management, compliance and continuous improvement systems at our Board meetings. We are confident that our organisation is well prepared to demonstrate a high level of compliance and quality services under the new registration and audit requirements.

Housing that is safe, secure, affordable and accessible is in short supply in the Kimberley and Far North is committed to contributing to growing the available housing stock. To this end, registration has been secured for Specialist Disability Accommodation (SDA) and during 2021 we will have strong focus in this area. Far North intends to develop housing options, partner with other providers and stakeholders and encourage other SDA providers to consider investing in the Kimberley.

Another key focus area for the Board during 2021 will be the development of our Reconciliation Action Plan. In Halls Creek 100% of the people we support and our staff are Aboriginal or Torres Strait Islander people and across the whole organisation over 80% of people accessing services identify as Aboriginal or Torres Strait Islander. We aim to be respectful and culturally aware. We have clear targets to increase the percentage of our workforce who identify as Aboriginal or Torres Strait Islander.

On behalf of the Board I extend thanks to Kathy, our CEO and Peter Martin, Finance and Asset Manager and the team who put our values into action every day.

Chris Maher
Chairperson





Chris Maher
Chairperson

Chris is currently the Director IT Strategies at Unique Kimberley, a small but growing, innovative tourism consulting service based in Broome and servicing the unique Kimberley region of Western Australia. Chris is also the President of Shinju Matsuri and director of Art House Framing and Picture Supplies. Chris worked for DSC from 1982 – March 2005 and was 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.



Justin Mortley
Secretary

Justin has personal history of disability in his family with an uncle who has a moderate intellectual disability. Justin grew up with a great affinity for his uncle, which lead him to studying a Bachelor of Special Education. Since 2006 he has worked in specialised facilities and mainstream schools assisting students with disability to access meaningful learning.

In 2011, Justin helped fund and establish an education support style centre in Winterton, South African. In 2012, he moved to the Kimberley and worked in the Individual Learning Centre based at Cable Beach Primary School. This was a centre designed to meet specific individual learning needs of students. After a year back in Perth, Justin returned to manage the Kimberley Disability Coordination Team. This team assisted schools to access training, specialists, diagnosis and funding models. The project finished at the end of 2016 and Justin moved to Kununurra for a new experience.



Mark Luca
Director

Mark is an engineer and business analysis practitioner who is skilled at designing data models as well as managing and embedding operational processes within organisations. Mark has delivered tangible outcomes at Tier 1 companies and many Health Services. Mark currently works as a Senior Manager at PwC in their Actuarial team which largely deals with making meaning from data.

Mark has professional and personal experience dealing with disability and has a sincere commitment to making a positive impact in the industry.



Jennifer Payne
Director

Jennifer is a teacher and psychologist who has called the Kimberley home for 12 years. Jennifer is currently the Managing Director of Potentium Psychology, a private psychology practice in Broome, and of Rypple Ltd, a not for profit research organisation focusing on evaluating impacts of positive behavioural interventions and supports throughout Western Australia. Jennifer's main areas of experience are in education, positive behaviour support and suicide prevention. She is passionate about Australians in remote locations having equity of access to the very best supports.



Hayley Haas
Director

Hayley Haas 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.

Hayley currently practices as Special Counsel for KRED Legal, a Broome based legal service provider that is wholly owned by Aboriginal native title groups. Hayley currently 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.



CEO Report

We started the last financial year preparing for further growth and focusing on our preparation for transfer to the National Quality and Safeguards Commission and the Royal Commission into abuse, neglect, violence and exploitation of people with disabilities.

However, like every-one else our world changed in March 2020 when the pandemic was declared. We had to find new ways of working to keep every-one safe and essential services maintained. The people that we support are amongst the most vulnerable in our community and our highest priority was to keep them, their families and our staff safe. It soon became apparent that our focus needed to be more immediate and many other plans were put on hold.

All services ceased in Halls Creek and were significantly impacted in Fitzroy Crossing and Derby during the height of the pandemic response. This was a challenging time for participants and their families and our staff and their families. However, our team excelled in their response and our Pandemic Management team met three times a week to implement our pandemic response action plan, continually re-assess risk, coordinate services and training for our staff infection control.

The rate of referrals for new people entering the scheme and accessing services for the first time did not slow down during the height of the pandemic, when there were active cases in the Kimberley.

We faced staff shortages, new ways of working and increased training requirements for our staff. We risk assessed all of our staff and those at highest risk where given alternative duties or took leave. We introduced COVID leave over and above the normal entitlements in recognition of the need to value and support our staff.

In addition, we completed risk assessments for all of the people we support and developed COVID-19 care plans for people to ensure we could prevent or reduce the likelihood of contracting the virus and had a clear plan to respond should some-one, or a close contact test positive. I'm incredibly proud of our team and their response, the dedication to protecting each other, their willingness to go over and above, put in extra hours and be flexible in how and where they worked. We qualified for Jobkeeper due to the significant drop in services that could be provided and this has enabled Far North to keep all of our staff employed.

We are fostering strong working relationships with other providers in the region and have partnered with Juniper to deliver therapy services in their residential aged care homes in Kununurra.

We continue to work in partnership with Kurungal Council to deliver NDIS services in Wangkatjungka and have plans to grow our services in the Fitzroy Valley to ensure those people who secure registration for the NDIS can access services.

We have also welcomed the approach by the NDIA to introduce a Relationship Manager who is based locally and Rhondda Chappell has been very proactive and responsive. The NDIS is constantly evolving and changing, and with the increased admin burden associated with the scheme, the past year has not been without challenges as we constantly navigate our way through a complex maze.

As services are now back to pre-pandemic levels, we are focusing on our preparation to transfer to the National Quality & Safeguards Commission, our audit to maintain registration under the new system and continuous improvement. In addition, we have secured registration with the NDIA for Specialist Disability Accommodation (SDA). I am very excited that our Board has continued to be entrepreneurial and forward thinking and are committed to investing back in to the towns that our staff live and work in. Far North will be contributing to the development of safe, secure, affordable and accessible housing in the region in the coming years.

Our team continues to grow and we are now the largest NDIS provider in the region.

I am thrilled that our regional offices are growing with more people choosing Far North to deliver their services, and more excellent people joining our team. Our focus is on supporting the principles of choice and control for people with disability and their families and we are always open to feedback on how we can improve.

Recruitment continues to be our biggest challenge and our staff levels have grown significantly to a team of over 150 staff across the Kimberley in the past year. I warmly welcome all the new NDIS participants and their families and new staff and thank those who choose Far North to assist with achieving their goals.

Although there is still risk with COVID-19, we are optimistic and positive about the future at Far North. I am looking forward to the year ahead and in particular the development of our new Strategic Plan and Reconciliation Action Plan. This is an important step in demonstrating our commitment to working in culturally respectful ways and continuously learning and improving.

Kathy Hough
CEO

Operations Report

We all know that a large portion of the last 12 months has presented challenges to not just us here at Far North in the Kimberley, but to people in all corners of the world.

It's in tough times we see great news stories about how people stand up and work together with a common goal, we were certainly no different with our team ensuring the safety and wellbeing of the people we support being the priority as some of the most vulnerable people in our communities.

The challenge is not over as we know and see regularly, but to date we have been very fortunate in our patch of Australia and with ongoing planning and safeguarding we all hope that will continue to be the case so our way of life can continue with minimal disruption.

We should be proud as an organisation that we have continued to band together, evolve and experience significant growth despite these obstacles we've needed to overcome to maintain our service delivery to individuals and their families.

We always seem to find a way and if we don't initially, we never stop trying.

It has been humbling to have feedback from families and staff that they have felt well supported during the pandemic and for showing we are doing all that is possible to keep people safe. I know the regular communications from Far North during the period of tighter restrictions assisted people to remain connected with each other.

From a Human Resources perspective, I'm proud that we did not have to consider any minimisation of our workforce and instead found ways to be innovative and ensure our staff were equally feeling as supported.

My role as Operations Manager is to oversee our service delivery in each region, to ensure the services we are delivering are of high quality, consistent and available in a way that puts the person we support at the core, the centre, of the decision making for their life.

This is the heartbeat of the values Far North has and which our Board and CEO want us to live. This is what we need to make real to ensure inclusion becomes real and a normality for our communities.

After all, when working with people from any walk of life it is their life that we have the privilege of being a part of, and I know my team always aim to ensure this is done in a culturally appropriate way.

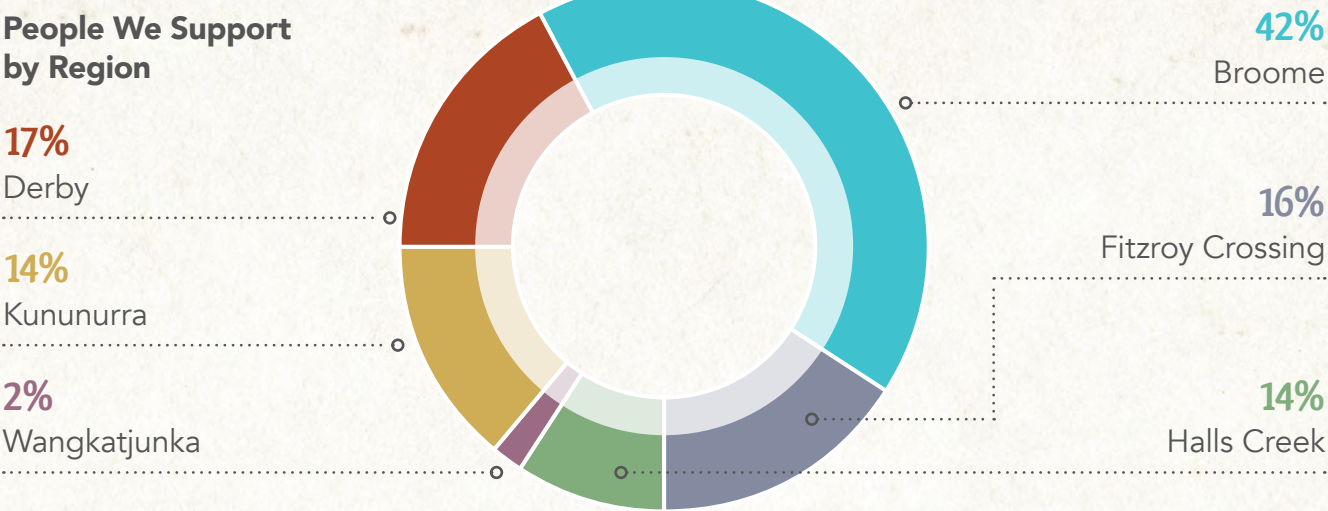
There are so many good stories that I'd love to share and I'm glad a few examples are already within this report. I'd like to personally thank the team that have oversight of making this occur at the frontline of service delivery and I've been fortunate enough to work alongside.

Our Disability Services Managers overseeing each Hub within Far North are Elaine Clarke (Broome Region), Yvonne Benson (East Kimberley Region) and Edwin Kosgey (Derby & Fitzroy Region) have been at the core of ensuring we have been able to achieve what we have, leading their own incredible teams to provide the services on the ground.

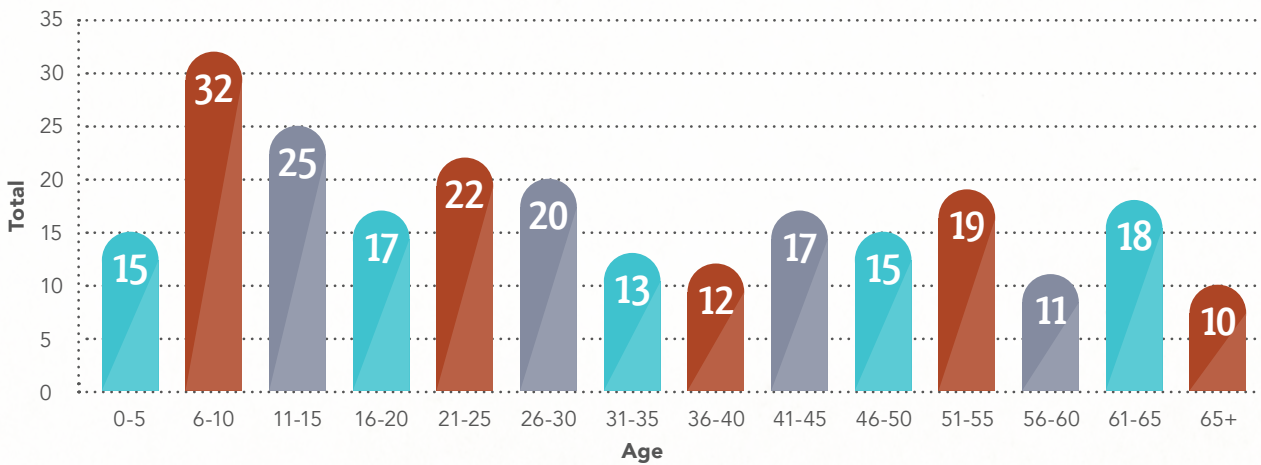
We are lucky to have the opportunity to provide many varied services that the NDIS has made available to people all over Australia. This is a positive for all people with disability, particularly with the NDIA's commitment to ensure services will be available for people into the future with disability regardless of where you live.

We provide services to diverse people, below is some information to assist with identifying the current people we support and disability type.

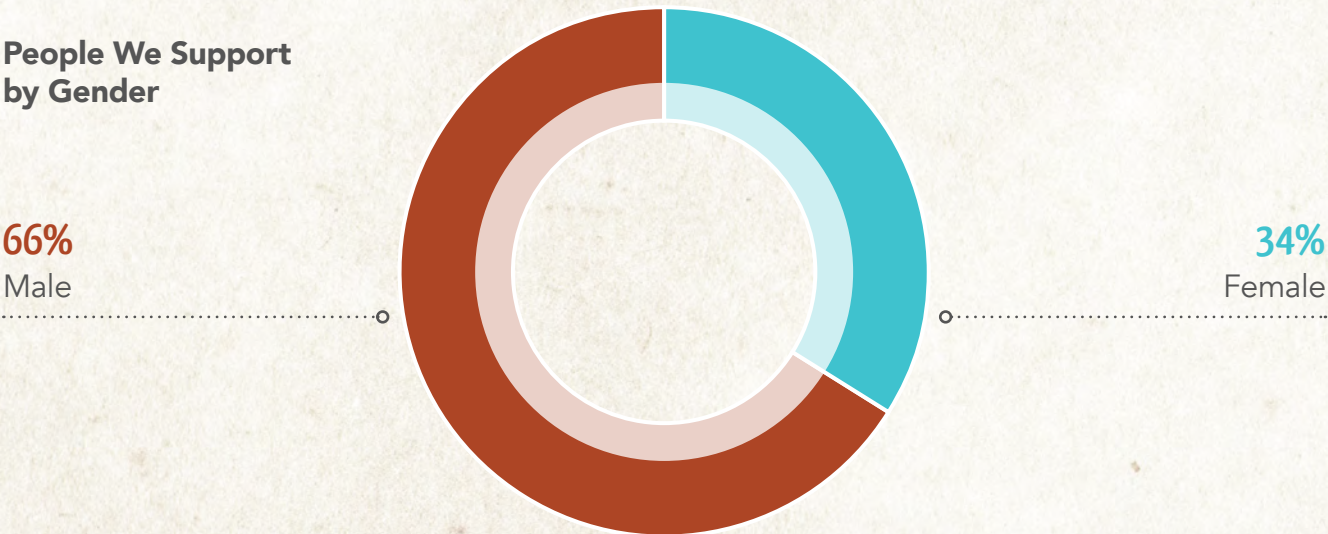
People We Support by Region



People We Support by Age



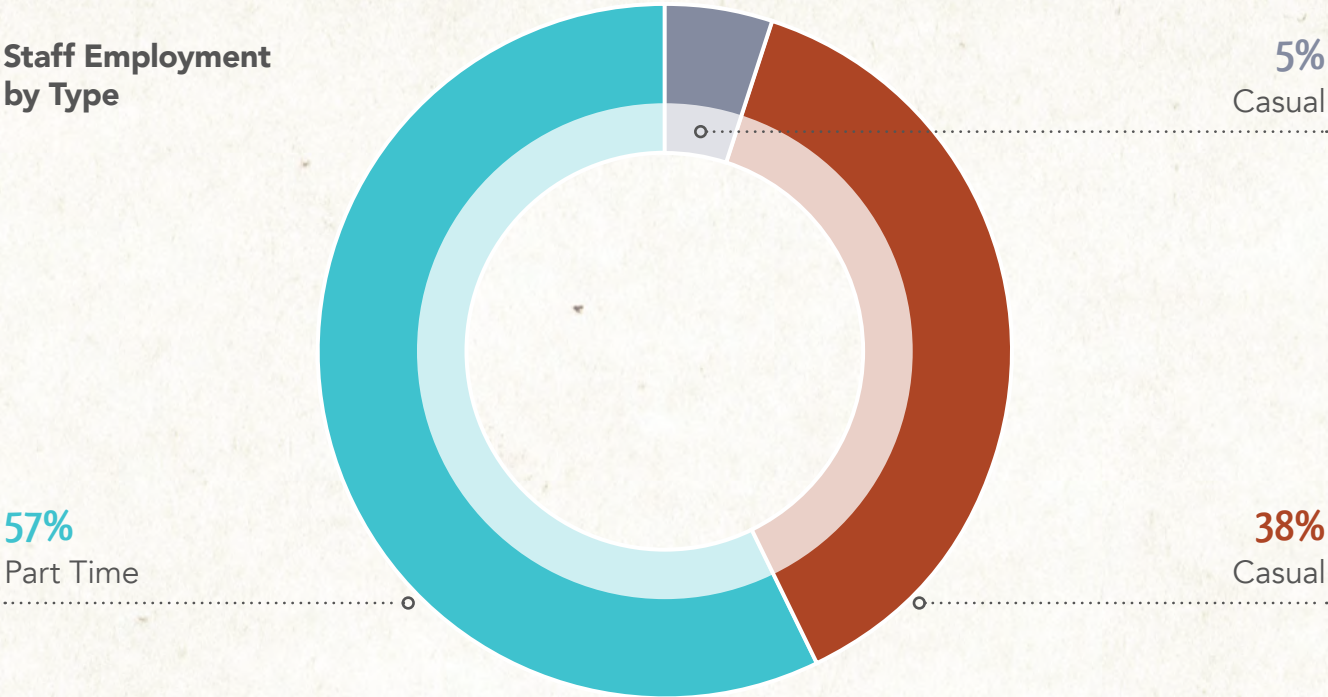
People We Support by Gender



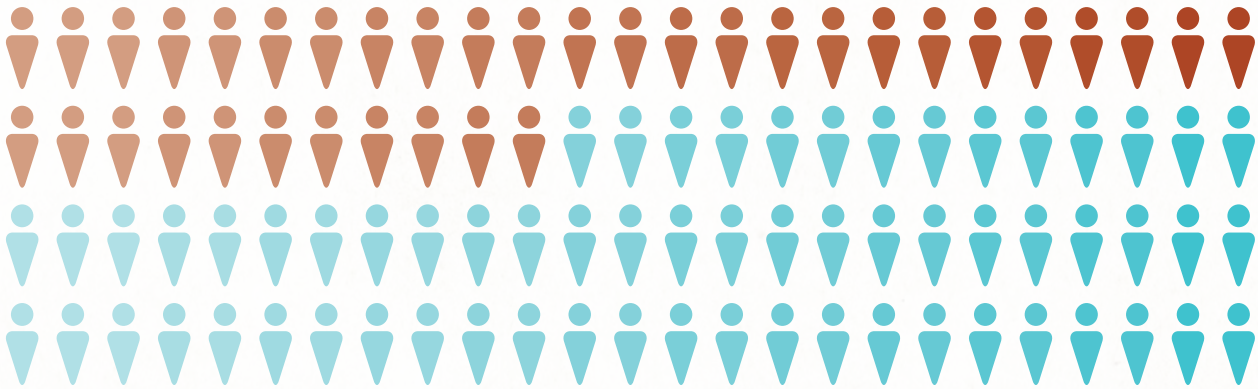
We have a strong commitment to also ensuring our workforce is full of diversity, we know the people we are supporting are from different journeys and backgrounds and we always aim to recruit quality people to fulfil this need.

I am happy to report that 95 percent of staff employed at Far North are employed on permanent part-time and full-time contracts. The development of this permanent work force has supported the provision of a consistent and reliable service, particularly in areas of support delivery.

Staff Employment by Type



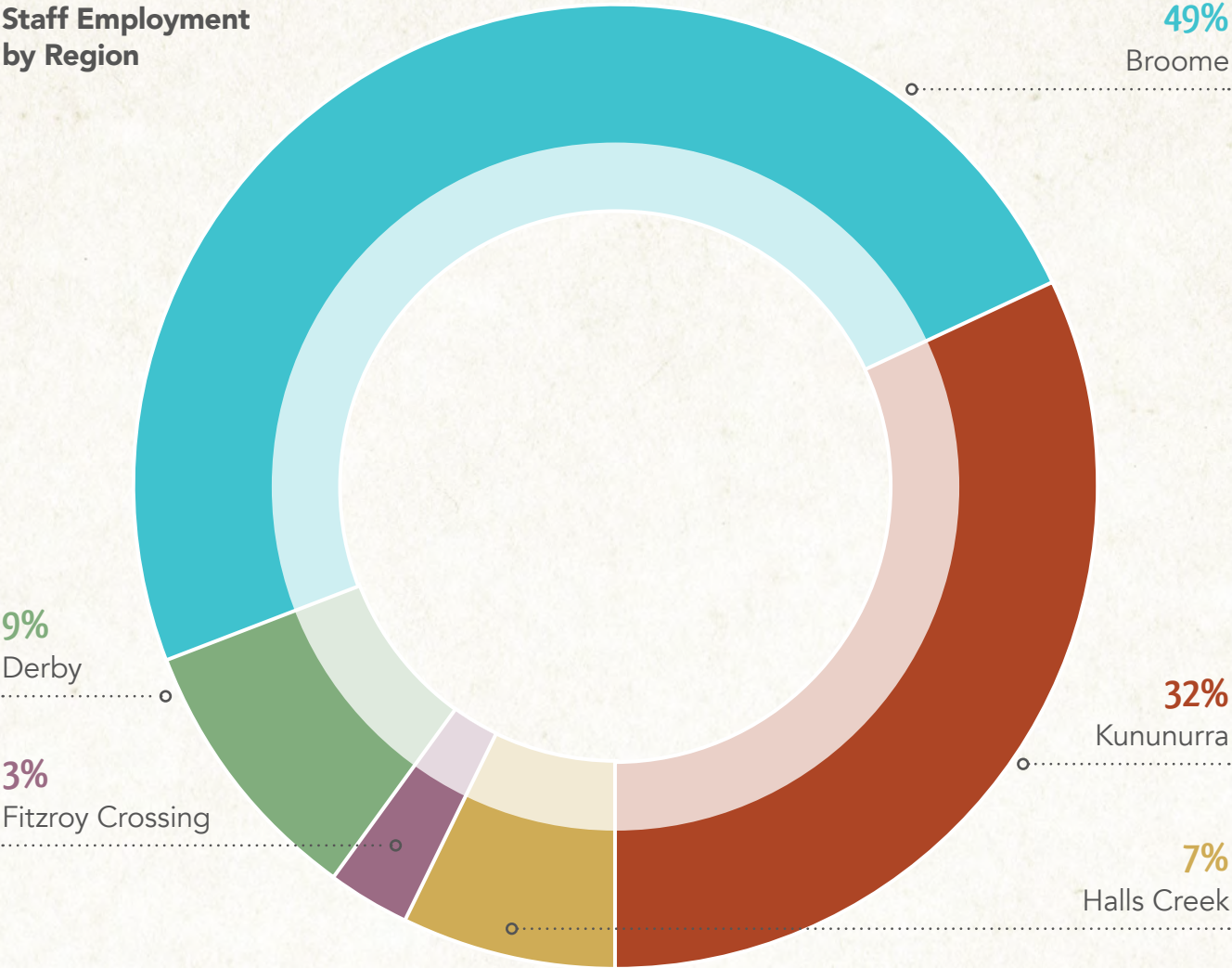
Staff Employment by Type



36%
Male

64%
Female

Staff Employment by Region



The next 12 months will be once again an exciting journey for Far North. We are always open to feedback and I personally welcome any way in how you feel we can adapt to better support people and families. I'm always available to hear this feedback as is the entire team that share the same goal.

We know this is the only way we can continue to grow as an organisation to meet the need of what people are wanting and needing. We are committed to the long term and are making significant investments to our regions to ensure we "walk the walk".

Lastly, but most importantly, I'll sign off by saying that, it is the people we support and their support networks including families that have made Far North what we are today. You are at the centre of all our decision making and the reason our dedicated and passionate staff choose this path for their career. We listen, we will continue to listen, and we care.

Luke Paine
Operations Manager

Broome Hub Report

With the roll out of the NDIS, Far North has welcomed tremendous growth in service delivery. I am extremely proud to witness the increased demand for our supports and resultant growth in connection the team continue to establish with the people and families we support in Broome. As the NDIS continues to evolve, we are faced with the daily challenge of providing quality supports and safe guarding the people who trust Far North as their registered provider in a marketplace that is becoming increasingly fragmented.

An integral part of Far North's role and vision is to support people to live as independently as possible and to live their best life. To facilitate a person to have choice and control over their life our team focus on assisting people to first identify their goals and then develop core support activities to achieve these goals.

Over the past year our Supported Accommodation Coordinator, Kevin Smith has worked tirelessly to facilitate people to live independently. In December 2019, Kirsten moved from Perth to Broome to live in her own home. It has been Kirsten's lifelong dream to return to Country and reconnect with her family. Kirsten visited her community of Balgo in February which was a very special moment for her. Kirsten had not seen her family in nearly 12 years and described the moment she reconnected with her family as, 'an emotional, but extremely happy moment in my life'. In June 2020, Kevin and Kirsten won the Excellence in Regional Support Award in honour of the support Kevin provided Kirsten in her transition and move back to Broome. It was an extremely proud moment and I would like to acknowledge Kevin and all the support staff for the wonderful job they did in supporting Kirsten to live her best life. Well done to you all, especially Kirsten.

In spite of the challenges presented by Covid-19 the Broome team pulled together to ensure the provision of consistent and responsive support.

I would like to acknowledge everyone for their patience, and our wonderful Support Workers for the amazing job they do to ensure the people we support are safe and well.

Far North are passionate about workplace equality and opportunity. We pride ourselves on supporting people with disabilities to find a job, develop their workplace skills, and to receive the full benefit of meaningful employment. Broome Coordinator, Janet O'Connor and Support Worker, Deb Harvey have been instrumental in supporting a young man to secure work experience in a field he thoroughly enjoys. He is now thriving in his workplace and is responsible for greeting customers, restocking shelves and the shop display.

Core support at Far North is focused on delivering quality services to the people we support.

To do this we listen, value, and ensure that the people we support have choice and control over their supports. An example of this is Becky and her son Gene's wishes to be supported to honour and value their culture. Gene is passionate about spear fishing and expressed that he wanted his local Indigenous Support Worker, Damien to support him to learn how to spear fish in the traditional way. Gene has reported that he is enjoying these sessions and is looking forward to catching a fish.

As the Manager of the Broome Hub, I am extremely proud of our team's commitment and dedication to providing quality core supports. It is a true honour to be part of such a team. I am excited by and look forward to continuing our commitment to the provision of quality core support to people living in the Broome community

Elaine Clarke
Disability Services Manager,
West Kimberley

Broome Personal Stories



Location:
Yawuru Nagulagun/
Roebuck Bay Marine Park/
Town Beach Broome

Gene and Damien and the traditional practice of spear fishing

Gene and his family wanted Gene to learn how to fish using the traditional method of hand carved wood spear as practiced by Aboriginal people of the Western Kimberley. Support Worker, Damien taught Gene the traditional practice of spear making using ‘Wongai’, an indigenous wood found in Yawuru Country.

Gene and Damien considered the possible dangers of this activity. Together, they came up with a risk assessment plan that identified the potential dangers of the activity and how they could be managed to enable Gene to achieve his goal.

They considered how the spear would be safely transported in the vehicle, how it would be handled safely for themselves and bystanders, water safety, sunburn, dehydration, insect bites, marine stingers, and of course, crocodiles!

Location:
Yawuru Nagulagun/
Roebuck Bay Marine Park/
Town Beach Broome

Learning about safety has been invaluable and Gene learnt to be observant and attentive to signs in the surrounding foreshore environment such as birds and wildlife, which signals if a crocodile might be around. Gene also learned about mangrove plant life, tides, identifying fish species and how to handle a spear.

A big thank you to Damian for supporting Gene to achieve his goals.



Broome Personal Stories



Isaac's Working Life

This year Far North supported Isaac to participate in, *The Lives We Lead Worklife*, a television production showcasing the working lives of people living in Western Australia.

The program shows how people with a disability living in regional and remote areas of Western Australia make a valuable contribution to their chosen workplace. The programs outlines the benefits a diverse workforce brings to problem solving and meeting the challenges of daily business.

The video also shows how employers are creating innovative work practices in partnership with their employees and how employing people with disability is not a barrier to productivity but rather can bring great benefits to business.

Far North are delighted that *The Lives We Lead Worklife* are sharing the story of Isaac and are confident that his experience in mainstream employment will show how communities are enriched through the inclusion of all people.



Rachel Volunteers at Broome Regional Hospital

Rachel has been volunteering at the Records Department of the Broome Regional Hospital since November 2019. Support Coordinator, Sabine Dussler did the initial groundwork to secure this work opportunity for Rachel and partnered with Hospital Administration staff to develop a meaningful role for Rachel one morning per week. Rachel's work involves making up blank hospital files so that they are ready for new patients admitted to hospital. This involves colour coding and ensuring folders contain the correct files and a ready to go when a patient is admitted to hospital. Rachel also assists with other office tasks.

Rachel enjoys the work enormously and the camaraderie that exists in the workplace. Rachel is such an invaluable member of the Records team that a second morning of volunteering has been negotiated for Rachel to consolidate and extend her workplace skills and knowledge.

Sincere thanks to Broome Regional Hospital, and the Hospital Records Department for this invaluable work opportunity for Rachel.



Derby and Fitzroy Crossing Hub Report

This has been a challenging year for everyone including us in Derby and Fitzroy Crossing due to the COVID-19 pandemic that has rocked the whole country and impacted service delivery to our participants here at Far North. As the new Disability Service Manager for Derby and Fitzroy Crossing, I am excited by the opportunity to lead our team and extremely proud of what we have achieved in the midst of a health pandemic and government restrictions.

While the delivery of support and services in remote communities still earmarked as Biosecurity has been challenging, the general easing of COVID-19 government restrictions across the Kimberley has enabled us to reconnect with and support existing and many new participants and their families.

We pride ourselves on delivering a quality service that is responsive, consistent and inclusive to the needs of people we support. A key facet of this is building culturally respectful rapport, understanding individual needs and goals before, during and after plan meetings. Frequent participant contact meetings occur and we allow flexibility for participants to have full choice and control over how they would like to achieve their goals and outcomes. I have been fortunate to witness this encouraging trend evidenced by positive feedback received from participants, families and guardians outlining how support services have significantly improved their daily lives.



One of our underlying purposes is to provide necessary options to enrich the lives of participants. A great example of this is our partnership with the Fitzroy Crossing TAFE team established to assist our participants with workplace training and development. A number of people we support attend classes at Fitzroy Crossing TAFE where they are developing a cookbook as the COVID-19 restrictions are eased in the Fitzroy Valley communities. There has been a noted increase in literacy, numeracy skill development and art work output of these participants and their eagerness to attend classes has been the impetus to achieving the cookbook project. The project has assisted the local communities to make delicious local food inspired by the rich Indigenous culture.

Another notable development as a result of these classes is individual development, with some participants going above and beyond to share their achievements by donating their artwork. A great example is Mary who gifted the game board she designed at TAFE to children at the local primary school who now use it for their class activities.

We are concentrated on building relationships and being responsive to participant needs and referrals from other agencies to support people transition from respite homes to supported independent living options continue to increase as a result. This growth has required additional support workers and we are now focused on local recruitment to meet this need in the community.

Our Coordinators, Corinna De Souza and Donna Butler have displayed great professionalism, team work and are passionate about providing a person centred approach to supporting people access quality supports. Corinna and Donna have ongoing contact with families to ensure people are properly safe guarded. This was evident in how Corinna and Donna were able to rally around our Support Workers during the COVID-19 health measures, in order to provide participants with a safe environment to continue with their supports. Corinna and Donna have also acted in unison to provide support and local knowledge to the Support Co-ordination and Therapy team during service visits to the area.

Under the newly adopted Hub model for locally based decision within the organisation we have prioritised the growth of a local and responsive body of support staff to meet the growing demand for core support. Staffing in the region has been a major hurdle yet despite this our current staff are consistently providing people and their families with responsive and respectful support services.

For example, Support Workers have been building rapport and strengthening relationships and connections in the community with Derby Aboriginal Health Services, Juniper-Derby, Winun Ngari Aboriginal Corporation, Nindilingarri Health, Juniper-Fitzroy Crossing, Wangki Radio, TAFE Fitzroy Crossing and Morra Worra Worra in Fitzroy Crossing. I would like to extend my sincere thanks to Michele O'Connor, who has been driving recruitment and on-boarding of staff in Derby/Fitzroy Crossing.

Identifying diverse opportunities for people, especially young high school graduates, to gain meaningful work experience and skills is something we are passionate about at Far North. Lily Dias has joined our Fitzroy Crossing team after finishing high school and is currently being mentored by Fitzroy Crossing Coordinator, Donna Butler. Lily has been learning about Far North workplace activities and has displayed a keen interest in obtaining the required qualifications to work as a Support Worker.

The multidisciplinary approach of the team to work together holistically has contributed to people achieving their goals and having choice and control of how their daily supports are provided and who provides them.

I would like to say a very special thank you and extend by sincere gratitude to our fantastic Support Workers who go the extra mile when called upon, and who have dedicated their time and support to me in this new role. I would like to acknowledge that I am extremely appreciative of their every effort to support people to achieve their goals. This builds a foundation for participants to live independently and free to choose how they want to be supported.

I am excited by the strategic direction of the organisation over the next 12 months and look forward to providing effective, meaningful and necessary supports to people and their families to live the fullest life possible.

Edwin Kosgey
Disability Services Manager



Brendon being supported to prepare a meal and fill up water bottles to ensure he is always hydrated, as well as enjoying his Coca-Cola drink. Brendan has come a long way since being supported with this kind of activity. Wow! Way to go Brendan, good job.

Derby and Fitzroy Crossing Personal Stories



Latoya participating in the art and craft class

Latoya's Story

Latoya has been attending TAFE classes where she has been learning to read. When Latoya first started at TAFE she could read at a word level and recognise some familiar words. Unfortunately, during 2020 Latoya had to travel to Perth on two separate occasions for a medical operation and was unable to attend TAFE classes. However, this did not dampen Latoya's resolve, and with support from the Far North Fitzroy team and TAFE, Laytoya has now started to read sentences with confidence.

One focus of Latoya's TAFE class during the year was to learn literacy and numeracy skills and develop an understanding of the principles of health and hygiene through the practical application of cooking from a recipe book. Latoya has achieved her goal of being able to read a recipe book and can read instructions such as 'chop the potatoes'. She is now able to look at a shopping list and answer questions about the price of some items at the local supermarket.

During outdoor activities, Latoya has helped organise the supplies for the excursion to Geikie Gorge. This included estimating an adequate number of tins of spaghetti, flour and blankets to sit on for the number of people in the group. During the excursion, Latoya took charge of setting up an area and assembling what we needed to make damper. She then taught the group how to make damper.

Latoya attending and participating in a First Aid class

The development of literacy skills has been invaluable to Latoya achieving some of her life goals, and she now has responsibility for food shopping, buying appropriate food quantities and giving and understanding instructions.

A highlight of Latoya's TAFE training was when she taught her Coordinator, Donna Butler a particular cooking skill she had learn in class. In this moment Latoya was brimming with confidence as she was able to take control and demonstrate her mastery of a cooking skill and make a valuable contribution.



East Kimberley Hub Report

As Manager of the East Kimberley Hub, I am extremely proud to witness the person centred support our team provide to people in Kununurra, Halls Creek and the surrounding communities.

Far North facilitate people to live an independent life and we work with people to achieve their goals and exercise choice and control over their life.

Our team are focused on ensuring people are safe and receive individually focused attention to achieve their goals. This has fostered a calm environment where the team and participants smile, laugh and share in the joys of life together. To see the glow coming from the faces of the team and the people they support is a truly rewarding aspect of our work here in the East Kimberley.

It is more than just a job. We are a part of people's lives and over the last 12 months we have been focused on ensuring our involvement in people's lives is respectful, responsive and consistent to their needs. There have been challenges along the way however, we are starting to see some positive outcomes for the people we support, and I would like to extend my congratulations and sincere appreciation to the team for their tireless efforts over the last 12 months.

The team have been working with participants to make their homes and surrounding environment more homely and reflective of individual tastes. This has created a sense of pride people have in their home and houses are more clean and organised as a result.

Many people have said they feel more at home with their support worker, and that their support worker is not just there to care for them but to help them by being a part of their life in their home.

We have started to plant gardens at two houses and people have been enjoying sitting outside in these areas as well as enjoying the vista from inside their home on the days they are unable to get out and about. These works are being completed by the team in collaboration with the people we support in the community.

People have been engaged in much social activity, with participants enjoying morning tea and dinner together as well as going out to watch the sunset or lights of the town from Kelly's Knob. This connection was supported and maintained throughout the initial Covid-19 lock down through digital technology including online video conferencing.

Our team in the East Kimberley comprise of Support Workers, Coordinators, Roster Coordination, HR and Support Coordination. We work together as a team and this approach has been integral to the achievements of the people we support. In the forward coming year we will continue to developed a diverse local team so we can support matching between staff and participant to better facilitate people to achieve their goals.

We have had some great outcomes this year despite the challenges presented by the Covid-19 pandemic and restrictions. I would like to acknowledge everyone in the team for their patience, and in particular our wonderful Support Workers who continued to safe guard people in the face of the COVID-19 pandemic.



The achievements of our Support Workers are underpinned by the work of Coordinators, Laura Charallam and Angelyn Zulu along with our HR Advisor, Jenny Hemsall and our Melbourne based Roster Coordinator, Kerry Foard and Halls Creek Coordintor, Rosita Wilson and Marieta Howard who is currently on maternity leave.

Kununurra Support Coordinator, Tegan Parker seized many opportunities this year to identify the tools and actions required for participants to achieve their goals and exercise their freedom of choice and control. Tegan works closely with Coordinators to ensure services and supports are directed towards achieving a person's goals.

We have experienced a tremendous demand for our services in the East Kimberley and I am pleased to report that our team continues to grow to respond to this need. It is a pleasure to work with such a passionate and dedicated team of individuals and I am proud to be able to share in some of their achievements.

I look forward to creating new partnerships that support people and their families to live a valuable life in their community.

Yvonne Benson
Disability Services Manager
East Kimberley

East Kimberley Personal Stories



Rachel's Story

Rachel went on a five night camping trip to Cape Domett with her daughter. Their carers all attended and Rachel and her daughter were able to spend quality time together on Country creating lasting memories.

Cape Domett is 150km from Kununurra on an unsealed road. It was a big drive for Rachel taking three hours from departure.

Rachel and her daughter spend a lot of time at the beach where they sat in waterholes, dug holes and looked at seashells. There was lots of time for cuddles and talking about family. A lot of time was spent fishing.



Danielle's Story

Danielle is passionate about her arts and crafts and enters her art work most years in the Kununurra Agriculture Show. For this year's entry piece, Danielle produced paintings and sculptured a metal boab tree with the help of her mum and Support Workers.



East Kimberley Personal Stories



Denley's Story

Denley Mosquito and his family's aspirations was to return to their home in Halls Creek from Perth where they had been living. City life was becoming too much for the family who wanted to surround Denley with the love and familiarity of their Country, and to reunite Denley with his twin brother.

A lot of planning in partnership with Denley's family went into the initial stages of supporting Denley to return to Country. Denley arrived safely in Kununurra and received support from Far North whilst being treated as an inpatient at Kununurra Hospital.

We watched as Denley got to spend time with his family. We listened as he laughed, and staff sang to him, creating bonds that brought everyone in his life closer together.

Now Denley with the support of Support Coordinator Tegan Parker and Therapist, Ashleigh Purcher is living in the family home in Halls Creek with his twin brother.

Markus's Story

Markus Campbell has been voluntarily working at Far North where he enjoys helping his friends and is always willing to help out with anything they need. Markus loves helping fix things, general gardening, and improving the appearance of his friend's gardens so his friends can be surrounded by a beautiful garden in their own home.



We pride ourselves on supporting people with disabilities to find a job, develop their workplace skills, and to receive the full benefit of meaningful employment.



Phillip Junior's Story

Junior has had a big twelve months moving from Halls Creek to Kununurra where he now lives in his own independent accommodation. Junior achieved his goals by gaining employment at Revive. At Revive he helps with community recycling giving new life to old items.



Therapy Services Report

Over the past 12 months, Far North Community Services have seen a rapid growth in therapy services being delivered in the Kimberley. It is exciting to report that Far North therapists continue to grow in their functional and person-centred approaches, which is displayed when interacting and engaging in communities with people and with service providers in some of the most remote areas of the state.

Despite Covid-19 presenting challenges to adapt and think of ways to contribute to the lives of the people, the therapy team not only saw and drove a considerable rise in referrals, but our team grew as well.

Last year, occupational therapy was the only discipline offered by Far North in the East and West Kimberley. We are proud and pleased to report that we have expanded into Physiotherapy and Speech Pathology. Tessa Lawrence (West Kimberley) and Sophie D'Arcy Evans (East Kimberley) have been a breath of fresh air to the Kimberley providing physiotherapy. Tessa continues to show her ability to 'get things done' and has shown person-centred and ethical approaches throughout her journey with Far North. Sophie would be one of the most positive people to work with, with a welcoming, warm and encouraging work style, not only with her participants but with her colleagues. Justine Hancock has not only been growing her case load in the West, but is now in regular touch and implementing Speech Pathology in the East with a thorough and functional approach being demonstrated.

Ashleigh Purcher now acts as a Senior Occupational Therapist in the East – Ashleigh has acted as Therapy Services Manager and has also registered as a Proficient Positive Behaviour Support Practitioner, which is an exciting development in the sector and will add to the services Far North provides. We also have welcomed Julia Wilson to the West Kimberley team, a Senior Occupational Therapist who comes with a depth of knowledge and skills and has applied a warm and knowledgeable approach in the therapy space.

With quality people in our team, guided by the values and vision of Far North, it is easy to see why we are accepting more referrals. The team are motivated to adapt, learn and listen to community and participants to ultimately make a difference to the lives of those we are privileged to work with.

We aim to further develop and contribute to Far North and the services provided. Our point of difference is our aim to help more and deliver the best services for those living in the Kimberley and this continues to motivate and guide the team.

It is always a pleasure to work alongside the team and I look forward to hearing many more successes as Far North continue to strive for the best outcomes for people living in the Kimberley.

Dylan Grogan
Therapy Services Manager

Support Coordination Service Report

The roll out of the NDIS in the Kimberley has meant that many people are receiving supports and services for their disability related needs for the first time. There is change at the individual level as people can now have one plan with their equipment, therapy, assistive technology, continence products, core supports with daily living, accessing the community and employment support.

Support coordination aims to help people accessing the NDIS to understand their plans, make sure they are connected with registered NDIS providers and other informal and community services. At Far North Support coordinators help people build skills to understand and implement their plans. They can also help people to live more independently and be involved and included in the community.

Specialist support coordination is provided for people with more complex needs and is provided by an occupational therapist. One of the key goals is to ensure continuity of support for the participant.

Our support coordination program has grown over the last 18 months and we now provide support coordination across the Kimberley, with a full time support coordinator based in Kununurra and Broome and two based in Derby.

As I've recently joined the team managing the program, and with a strong background in compliance and reporting, I will continue to prepare for the transfer of reporting to the NDIS Quality & Safeguards Commission from December 1st.



There have been many positive stories arising from interaction with our support coordination program, including people securing a home, accessing services for the first time that reduce the risk of violence, abuse, neglect, exploitation and people exercising choice and control in the way they access services.

NDIS is a complex system and support coordination aims to increase people's knowledge and capacity to lead their own lives. We are looking forward to developing easy read service agreements, a local resource of providers and other supports people can access and focusing on the Derby, Fitzroy Crossing and Halls Creek area in the coming year to ensure people can access services funded in their plans.

Denise Lyon
Support Coordination Manager

Plan Management

Plan Management was a new introduction to the existing suite of services offered by Far North Community Services in 2019/20, and we are seeing some extremely significant growth in plan management of participant's plans with upward growth of 625% since January 2020.

Plan management is a type of disability service funded through the NDIS which did not exist under the Western Australian Disability Scheme. The overarching function of plan management is to assist and support people to manage their NDIS plan funding, and our specialist team provide support by:

- managing and monitoring a person's budget
- managing claims and dispersing funds to providers for service delivery
- providing statements of over and underutilised funds
- additional plan financial assistance to build a participants financial capacity and knowledge

We expect the amount of work in this area to increase as more people in the Kimberley become registered with the NDIS and receive approved plans.

Participants utilising a plan management services within their plan have stated the benefit as greater utilisation of providers and the ability to use non-registered provider.

The Finance team at Far North have been busy developing procedures to cater for this growth and this has led to the requirement to increase our staffing levels to meet demand.

Peter Martin
Plan Manager





Australian Apprenticeship Support Network (AASN)

The Australian Government's \$1.2 billion Boosting Apprenticeship Commencements wage subsidy, paid up until 30 September 2021 in response to the COVID-19 pandemic's impact on employment of young people, has seen a marked increase in contact from businesses within the region wanting to engage apprentices in work.

As the local provider of apprenticeship services through The Apprenticeship Community, Far North Community Services is uniquely placed within the region to deliver apprentices and trainees work and training opportunities in partnership with local businesses.

Selene is currently undertaking a two-year *Holidays, Parks and Resorts Certificate III* traineeship with Seashells resort in Broome. The 19-year-old had previously completed a *Certificate II in Business Administration* but wanted to upskill to work in the local tourism industry. Selene was introduced to Manager Seashells, Deb Williams by Dan, and has not looked back. She will complete her training in July 2022.



Staff and Training Report

COVID19 has had a significant impact on the way services and training are delivered at Far North. When the pandemic was declared, Far North had to ensure that all staff had training in infection control, risk assessments, COVID19 care plans and reviewed policies and procedures that were being rolled out. We had to quickly develop new ways to deliver training via Zoom and introduce online modules.

During this time we learnt that Zoom is an effective way to reach our staff who are based across a vast geographic area. Like many other organisations, we will continue to deliver training via a mix of online and face-to-face training.

On 1 December, Far North transitioned to the national NDIS Quality & Safeguarding Framework. We will need to demonstrate that we are building a skilled and safe workforce, one that has the attitudes and skills that meet the needs of participants.

In order to achieve a skilled and safe workforce, we ensure all workers have a comprehensive onboarding and induction. This is an area we will be focusing on for continuous improvement in the coming year. Currently, all staff complete the following online modules prior to commencement:

- NDIS – New Worker Orientation Module
- Tolerance – Preventing Abuse and Neglect
- COVID-19 – Infection Control procedures
- Supporting Individuals to Stay Infection Free

Your Mob - Cultural Foundations training is also being rolled out to staff as a mandatory module, with 43% of the workforce having completed this to date.



A range of training incentives, including state-funded training places, have been available in the past year, and Far North has taken the opportunity. We have enrolled 12 staff in Certificate III Individual Support and a further 14 staff into the Certificate IV Disability Support. The training is delivered by Active Pathways, a reputable RTO who specialises in delivering training to the Disability Services Sector.

Training relating to the needs of specific individuals has also been delivered, covering topics such as:

- Positive Behaviour Supports
- Dysphagia – Mealtime management
- Autism
- Medication Administration
- First Aid
- Aboriginal Mental Health First Aid
- NDIS Practice Standards

Our annual training plan for 2021 will inform our training calendar going forward and ensure that we have focused and targeted strategy to provide essential mandatory training and deliver quality services with a skilled and competent workforce.

Fiona Hart
Training Manager

WA Disability Support Awards

This year, Accommodation Support Coordinator Kevin Smith was awarded the Excellence in Regional Support Award at the 2020 Disability Support Awards.

Kevin, a **Supported Accommodation Coordinator** with Far North Community Services based in Broome, was recognised for his work supporting a young Indigenous woman, Kirsten, to reconnect with her family and Country after more than a decade apart.

Due to Covid-19 the awards were presented via video link from Perth and posted to the Disability Support Award Facebook page. While unfortunate we could not attend the event in person, this did not stop us celebrating Kevin's outstanding achievement in Broome.



Kirsten's and Kevin's Story

Kevin travelled from the Kimberley to Perth to meet Kirsten, understand her support requirements and begin to build a relationship based on trust. He then led a team of people from multiple agencies to facilitate Kirsten's move from Perth to Broome. Aware of Kirsten's strong desire to visit her remote community, Kevin also advocated on her behalf to make this possible.

"Getting to know people and support them to be the best they can be, and live the best life they can, is one of the most rewarding aspects of my work," he said.

The judges commended Kevin for achieving great outcomes in the challenging context of remote service delivery.

"He showed resilience and innovation and really got to know Kirsten and what was important to her. He worked hard to establish a relationship with her family and the people that mattered to her, to make sure she could connect to Country. It was a great outcome for Kirsten and her family."



Shining Star Award



Winner 2020

Team Kununurra – Support Workers, Coordinators, Support Coordination

I can do things you cannot, you can do things I cannot; together we can do great things.

Under the direction of Service Manager, Yvonne Benson, Support Workers, Coordinators and Support Coordination in Kununurra banded together to meet the increased need and challenges to deliver consistent and responsive support to people living in the East Kimberley.

Together the team have excelled in safe guarding people and ensuring individually focused care and support is delivered to all people and their families.

Well done team Kununurra!



Winner 2019

Jim Hawkins – Support Worker, Broome

Jim is someone who we would love to clone; he represents the values of Far North in everything he does. He understands people because he takes the time to listen and get to know them. Jim notices what needs to happen in any situation and just gets on doing it without any fuss. He never seeks recognition or rewards. Jim has integrity, he is respectful and consistent in his approach to supporting people, and he cares deeply. Jim is a quiet, but a natural leader and people look up to him. Jim makes the world a better place.

Congratulations Jim!



Nominations throughout 2019/2020

Ashleigh Purcher, Occupational Therapist, East Kimberley

Ashleigh commenced work as East Kimberley Occupational Therapist in July 2019 and provides a family-centred, flexible and approachable therapy services to individuals and their families in the Kununurra and Halls Creek region.

Ashleigh demonstrates the Far North values in every aspects of her work, she shows initiative, a drive for excellence and has a friendly professional approach. Her natural calmness and gravity towards people from diverse backgrounds adds a unique quality to her practice. Ashleigh's ability for honest reflection supports a continual development within her work practices and she adapts to meet the unique challenges of remote service delivery in the East Kimberley.

Donna Butler, Coordinator & Neil Pollard, Support Worker, Derby/Fitzroy Crossing

People living in the Fitzroy Crossing area were among the hardest hit when remote communities went into a lockdown in response to the Covid-19 pandemic. Many participants chose to leave Fitzroy Crossing and temporarily relocate to surrounding communities where travel to all non-essential workers was restricted under the Bio-Security Act 2015.

In the face of multiple challenges, Donna and Neil showed resilience and worked tirelessly to ensure that people we support were adequately safe guarded and received the quality support so deeply required in very remote areas.

Veronique Parent, Finance Officer, Broome

A new database for one of our fastest growing program areas, Support Coordination, was established in 2019, and at the same time Far North was responding to significant growth and restructuring to a hub model.

Veronique demonstrated a high level of attention to detail and a focus on accuracy in her work. She is a natural problem solver and has good skill in tracking back to the source of the problem, addressing the issue and developing efficient systems that support all colleagues.

Well done Veronique, the work you have done will make a huge difference going forward and we appreciate you taking the lead on this.



Alex Winterbauer, Roster Coordinator & Dan Hardinge, HR Advisor & AASN Field officer, Broome

Alex and Dan were a part of the core team who continued to work at the office during the height of the COVID-19 response. They managed multiple roles, took on additional duties including covering reception and conducting interviews on behalf of the Coordination team. They also provided support to our direct care staff who were still working, responded to queries and managed the constant changes to rosters due to the pandemic.

Alex and Dan worked in a way that built strong relationships and trust with our direct care team. They have been very proactive in bringing on new staff and assisting with moving casual staff to permanent contracts. Both Alex and Dan are valued and respected members of our team and they deal daily with complex problems with a positive attitude and a high level of problem solving skills.

Justine Hancock, Speech Pathologist

In 2019 Justine worked extensively on the Meal Time Management/Dysphagia Training for Far North.

With a view to increase the impact of service delivery, Justine worked to ensure continuous improvement to achieve our vision. She created a meaningful and functional in-house training module designed to improve outcomes of our services.

This is what it is all about; working to the best of our ability to ensure people with disability have the best service in the Kimberley.

Thank you, and well done Justine.



General Purpose Financial Report - Reduced Disclosure Requirements

Far North Community Services Ltd
ABN 82 614 438 658
For the year ended 30 June 2020

Directors' Report

Far North Community Services Ltd
For the year ended 30 June 2020

The Directors of Far North Community Services Ltd present their report together with the financial statements for the financial year ended 30 June 2020 and the Independent Audit Report thereon.

Director Details

The following persons were Directors throughout the year 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	
Hayley Haas	Director	25th August 2016	
Mark Luca	Director	22nd October 2018	
Jennifer Payne	Director	17th December 2018	

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.

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.

Mark Luca - appointed 22/10/18

Mark is an engineer and business analysis practitioner who is skilled at designing data models as well as managing and embedding operational processes within organisations. Mark has delivered tangible outcomes at Tier 1 companies and many Health Services. Mark currently works as a Senior Manager at PwC in their Actuarial team which largely deals with making meaning from data. Mark has professional and personal experience dealing with disability and has a sincere commitment to making a positive impact in the industry.

Jennifer Payne - appointed 17/12/18

Jennifer is a teacher and psychologist who has called the Kimberley home for 12 years. Jennifer is currently managing director of Potentium Psychology, a private psychology practice in Broome, and of Rypple Ltd, a not for profit research organisation focussing on evaluating impacts of Positive Behavioural Interventions and Supports throughout Western Australia. Jennifer’s main areas of experience are in education, Positive Behaviour Support and suicide prevention. She is passionate about Australians in remote locations having equity of access to the very best supports.

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 year, a number of meetings were held. Attendances by each person were as follows:

Name	Number Eligible to Attend	Number Attended
Chris Maher	9	8
Justin Mortley	9	8
Hayley Haas	9	5
Mark Luca	9	7
Jennifer Payne	9	8

Principal Activities

The principal activities of the Company during the financial year were the provision of supports and services for people with disability in the Kimberley region.

The Company applied to the NDIA for registration for specialist disability accommodation and the provision of recreational and mobility equipment during the last financial year.

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

Financial Result

The net surplus for the year amounted to \$2,025,897 (2019: \$740,314).

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.
- to offer supported community living opportunities to those people in need.
- to assist in locating suitable accommodation/housing according to the needs and desires of people registered with the Company.
- to engage in community development activities that promote the objects of the Company.
- to help arrange appropriate in-home supports for people registered with the Company
- to promote self-sufficiency in people with disabilities, their families and the community.
- to secure such services or supports as are necessary to carry out any of the objects of the Company.
- to offer advice to government and non-government bodies and to promote community living for persons with disabilities and the rights of people with disabilities to remain in their families and their communities.
- to do all such other things as are incidental or conducive to the attainment of the objects of the Company or to the exercise of these powers.

Strategy for Achieving Objectives

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

- Maintained registration as an NDIS provider and added new service streams.
- 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.
- Securing grants to achieve outcomes at individual, family and community level.
- Adopted a hub model of operating, devolving decision making to the local area where relevant to support local decision making and place based services.

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 2020 the total amount that members of the Company are liable to contribute if the Company wound up is \$50 (2019: \$50).

Indemnifying Officers or Auditor

During the year, 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 year 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 year ended 30th June 2020 has been received and can be found as an addendum to this financial report.

Signed in accordance with a resolution of the Directors.
Dated this 23rd day of November 2020.



Christopher Maher
Chairperson



Justin Mortley
Secretary

Directors' Declaration

Far North Community Services Ltd For the year ended 30 June 2020

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 2020 and of its performance for the financial year ended on that date; and
 - b. Complying with Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Australian Charities and 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 23rd day of November 2020.



Christopher Maher
Chairperson



Justin Mortley
Secretary

Statement of Profit or Loss and Other Comprehensive Income

Far North Community Services Ltd
For the year ended 30 June 2020

	Notes	2020	2019
Operating Income			
Revenue	2	11,918,368	7,839,635
Other Income	3	805,375	37,471
Total Operating Income		12,723,743	7,877,106
Operating Expenses			
Employee Benefits Expense	4	7,092,568	5,134,048
Depreciation Expense	9	458,628	124,823
Amortisation Expense	10	13,000	12,000
Brokered Respite		-	62,299
Interest on Leases		47,793	-
Labour Hire		1,307,688	421,147
NDIA Support Services		508,804	132,677
Motor Vehicle Expenses		155,093	158,712
Rent & Utilities		250,764	450,238
Travel & Accommodation		115,023	149,596
Loss on Sale of Assets		-	1,117
Other Operating Expenses		748,484	490,135
Total Operating Expenses		10,697,846	7,136,792
Operating Surplus/(Deficit) for the Period		2,025,897	740,314
Net Surplus before Income Tax		2,025,897	740,314
Income Tax Expense		-	-
Net Surplus after Income Tax		2,025,897	740,314
Other comprehensive Income for the Period		-	-
Total Comprehensive Income for the Period		2,025,897	740,314

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 2020

	Notes	2020	2019
Assets			
Current Assets			
Cash & Cash Equivalents	5	4,070,020	3,050,340
Trade & Other Receivables	6	1,617,504	565,107
Other Current Assets	7	653,892	233,494
Total Current Assets		6,341,416	3,848,940
Non-Current Assets			
Property, Plant and Equipment	9	1,592,089	206,026
Intangible Assets	10	36,000	7,000
Total Non-Current Assets		1,628,089	213,026
Total Assets		7,969,505	4,061,967
Liabilities			
Current Liabilities			
Borrowings	11	6,819	10,068
Trade & Other Payables	12	1,170,703	787,429
Other Current Liabilities	13	1,291,869	1,069,646
Provisions	14	499,071	294,805
Total Current Liabilities		2,968,461	2,161,946
Non-Current Liabilities			
Provisions	14	171,144	89,428
Other Non-Current Liabilities	13	993,410	-
Total Non-Current Liabilities		1,164,554	89,428
Total Liabilities		4,133,015	2,251,374
Net Assets		3,836,490	1,810,593
Equity			
Retained Earnings		3,831,490	1,805,593
Reserves	15	5,000	5,000
Total Equity		3,836,490	1,810,593

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 year ended 30 June 2020

	Notes	2020	2019
Equity			
Retained Earnings			
Opening Balance		1,805,593	1,065,279
Total Comprehensive Income		2,025,897	740,314
Total Retained Earnings		3,831,490	1,805,593
Reserves			
Opening Balance		5,000	5,000
Total Reserves		5,000	5,000
Total Equity		3,836,490	1,810,593

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 year ended 30 June 2020

	Notes	2020	2019
Cash flows from Operating Activities			
Receipts from grants		617,201	7,428,538
Receipts from customers		10,200,331	713,170
Receipts from donations		366	-
Receipts from fundraising		870	-
Cash receipts from other operating activities		759,919	8,827
Interest received		131	717
Interest expense		(230)	(1,158)
Grants repaid		(356,451)	(1,025,366)
Payments to clients, suppliers and employees		(10,149,534)	(6,952,521)
Non-Current Lease Liabilities		(498,654)	-
Current Lease Liabilities		498,654	-
Total Cash flows from Operating Activities		1,072,603	172,206

Statement of Cash Flows

Far North Community Services Ltd
For the year ended 30 June 2020

	Notes	2020	2019
Cash flows from Investing Activities			
Acquisition of property, plant and equipment		(7,675)	(12,175)
Proceeds from sale of property, plant and equipment		-	2,273
Other cash items from investing activities		(42,000)	-
Total Cash flows from Investing Activities		(49,675)	(9,903)
Net increase/(decrease) in cash held		1,022,929	162,304
Cash Balances			
Opening cash balance		3,040,273	2,877,969
Closing cash balance	5	4,063,201	3,040,273
Movement in cash		1,022,929	162,304

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 year ended 30 June 2020

1. Summary of Accounting Policies

The financial statements cover Far North Community Services Ltd, a company limited by guarantee, as an individual entity. Far North Community Services Ltd is a not-for-profit company, registered and domiciled in Australia.

The functional and presentation currency of the Company is Australian dollars. Comparatives are consistent with prior years, unless otherwise stated.

1.1 Basis of Preparation

The Company applies Australian Accounting Standards -Reduced Disclosure Requirements as set out in AASB 1053 *Application of Tiers of Australian Accounting Standards*.

The financial statements are Tier 2 general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board ("AASB") and the *Australian Charities and Not-for-profits Commission Act 2012*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

1.2 New standards and amendments to AASB that are mandatorily effective for the current year

The Company has applied the following standards and amendments for the first time for their annual reporting period commencing 1 July 2019.

AASB 16
Leases

AASB 15
Revenue from Contracts with Customers

AASB 1058
Income of Not-for-Profit Entities

Adoption of AASB 16 Leases

The Company has adopted AASB 16 Leases using the modified retrospective method of adoption with the initial application of 1 July 2019. Under this method, the standard is applied retrospectively with the cumulative effect of initial adoption as an adjustment to the opening balance of retained profits as at 1 July 2019, and the comparative information for 2019 was not restated and continues to be reported under AASB 117 and related interpretations.

There are no adjustments made to the prior period presented.

New definition of a lease

Under AASB 16, a contract is, or contains a lease if the contract conveys a right to control the use of an identified asset for a period in exchange for consideration. Control is conveyed where the customer has both the right to obtain substantially all economic benefits from the use of the identified asset and the right to direct the use of the identified asset.

As a lessee - leases previously classified as operating leases

Nature of the effect of adoption of AASB 16

The Company has lease contracts for office equipment, buildings and motor vehicles. As a lessee, the Company previously classified leases as operating leases where substantially all the rewards and risks of ownership of the assets remain with the lessor. Under AASB 16, the Company applies a single approach to recognise and measure right-of-use assets and lease liabilities for all leases, except for two elective exemptions for leases of low value assets and leases with a lease term of 12 months or less. Instead of recognising rental expenses under operating leases on a straight-line basis over the lease term commencing from 1 July 2019, the Company recognises depreciation (and impairment, if any) of the right-of-use assets and interest accrued on the outstanding lease liabilities (as finance costs).

Impacts on transition

Lease liabilities at 1 July 2019 were recognised based on the present value of the remaining lease payments, discounted using the incremental borrowing rate at 1 July 2019 and presented separately in the statement of financial position as at 30 June 2020.

The right-of-use assets were measured at the amount of the lease liabilities, adjusted

by the amount of any prepaid or accrued lease payments relating to the lease recognised in the statement of financial position immediately before 1 July 2019.

All these assets were assessed for any impairment based on AASB 136 on that date. The Company elected to present the right-of-use assets separately in the statement of financial position.

The following practical expedients have been used by the Company in applying AASB 16 for the first time:

- for a portfolio of leases that have reasonably similar characteristics, a single discount rate has been applied;
- leases that have remaining lease term of less than 12 months as at 1 July 2019 have been accounted for in the same way as short-term leases;
- the use of hindsight to determine lease terms on contracts that have options to extend or terminate;
- applying AASB 16 to leases previously identified as leases under AASB 117 Leases and Interpretation 4;
- Determining whether an arrangement contains a lease without reassessing whether they are, or contain, a lease at the date of initial application; and
- not applying AASB 16 to leases previously not identified as containing a lease under AASB 117 and Interpretation 4.

Adoption of AASB 15 Revenue from Contracts with Customers and AASB 1058 Income for Not-for-Profit Entities

AASB 15 and its amendments replace AASB 111 Construction Contracts, AASB 118 Revenue and related interpretations. They are applied, with limited exceptions, to all revenue arising from contracts with customers. AASB 15 establishes a new five-step model to account for revenue arising from contracts with customers. Under AASB 15, revenue is recognised at an amount that reflects the consideration to which an entity expects to be entitled in exchange for transferring goods or services

to a customer. The principles in AASB 15 provide a more structured approach for measuring and recognising revenue.

The Company has applied AASB 15 and AASB 1058 using the cumulative effective method of initially applying AASB15 and AASB 1058 as an adjustment to the opening balance of equity at 1 July 2019. Therefore, the comparative information has not been restated and continues to be presented under AASB 118 *Revenue* and AASB 1004 *Contributions*. The Company has elected to apply AASB 1058 retrospectively only to contracts that are not completed contracts at the date of initial application. The adoption of these standards has not caused any material impact on the financial statements of the Company.

1.3 Summary of Significant Accounting Policies

(a) Income tax

The Company is a charitable institution for the purposes of Australian taxation legislation and is therefore exempt from income tax. This exemption has been confirmed by the Australian Taxation Office. The Company holds deductible gift recipient status.

(b) Revenue and other income

The Company has applied AASB 15 *Revenue from Contracts with Customers* ("AASB 15") and AASB 1058 *Income of Not-for-Profit Entities* ("AASB 1058") using the cumulative effective method of initially applying AASB 15 and AASB 1058 as an adjustment to the opening balance of equity at 1 July 2019. Therefore, the comparative information has not been restated and continues to be presented under AASB 118 *Revenue* and AASB 1004 *Contributions*. The adoption of these standards has not caused any material adjustments to the reported financial position, performance, or cash flow of the Company.

**For current year
(applicable after 1 July 2019)**

Revenue from contracts with customers is recognised when control of goods or services is transferred to the customers at an amount that reflects the consideration to which the Company expects to be entitled in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Operating grants

When the Company receives operating grant revenue from government, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Company:

- identifies each performance obligation relating to the grant;
- recognises a contract liability for its obligations under the agreement; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Company:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (for example AASB 9, AASB 16, AASB 116 and AASB 138);
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue, or contract liability arising from a contract with a customer); and

- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

If a contract liability is recognised as a related amount above, the Company recognises income in profit or loss when or as it satisfies its obligations under the contract.

Rendering of services

Revenue in relation to rendering of services is recognised at a point in time when the given performance obligation is met, that is, when clients receives and consumes the benefits of the services as the Company provides them, the revenue recognition model is based on the time elapsed output method.

A receivable in relation to these services is recognised when a bill has been issued, as this is the point in time that the consideration is unconditional because only the passage of time is required before the payment is due.

Sale of goods

Revenue from the sale of goods is recognised at a point in time when the customer obtains control of the goods, which is generally at the time of delivery.

Donations

Donations (including cash and goods for resale) are recognised as revenue when received.

Interest revenue

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Gain on disposal of non-current assets

When a non-current asset is disposed, the gain or loss is calculated by comparing proceeds received with its carrying amount and is taken to profit or loss.

Other income

Other income is recognised on an accruals basis when the Company is entitled to it.

**For comparative year
(applicable before 1 July 2019)**

The Company's programs are supported by contracts and grants received from federal, state and local governments. Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when the Company obtains control of the funds.

Revenue from the rendering of a service is recognised upon the delivery of the service to the clients/customers.

Donations collected, including cash and goods for resale, are recognised as revenue when the Company gains control, economic benefits are probable, and the amount of the donation can be measured reliably.

Revenue from sales of goods comprises revenue earned (net of returns, discounts and allowances) from the sale of goods/gifts donated for sale. Sales revenue is recognised when the control of goods passes to the customer.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

All revenue is stated net of the amount of goods and services tax.

(c) Leases

**For current year
(applicable after 1 July 2019)**

At inception of a contract, the Company assesses whether the contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period in exchange for consideration.

The Company as a lessee

The Company recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets if there are leases present. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease. The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

(I) Right-of-use asset

Right-of-use assets are recognised at the commencement date of the lease (i.e. the date the underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and any impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease terms and the estimated useful lives of the assets as follows:

Buildings	2 to 7 years
Motor vehicles	2 to 3 years

If ownership of the leased asset transfers to the Company by the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

(II) Lease liabilities

Lease liabilities are recognised at the commencement date of the lease at the present value of lease payments to be made over the lease term. The lease payments included in the measurement of the lease liability are as follows:

- fixed payments (including in-substance fixed payments) less any lease incentives receivable;
- variable lease payments that depend on an index or a rate, initially measured using the index or rate at the commencement date;
- the amounts expected to be payable by the lessee under residual value guarantees;
- the exercise price of a purchase option reasonably certain to be exercised by the Company;
- lease payments under extension options if the lessee is reasonably certain to exercise the options; and
- payments of penalties for termination of a lease, if the lease term reflects the Company exercising the option to terminate the lease.

The variable lease payments that do not depend on an index or a rate are recognised as an expense in the period in which the event or condition that triggers the payment occurs.

In calculating the present value of lease payments, the Company uses its incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made.

In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in lease payments (e.g., a change to future lease payments resulting from a change in an index or rate) or a change in assessment of an option to purchase the underlying asset.

(II) Adoption of short-term leases or low value asset exemptions

The Company has elected to apply the recognition exemption to its short-term leases of offices (i.e. leases with a term of a lease term of 12 months or less from the commencement date and do not contain a purchase option) and leases of low-value assets. The Company has also elected to apply the recognition exemption for leases of low-value assets to leases of photocopiers that are low value.

Lease payments on short-term leases and leases of low-value assets are recognised as an expense on a straight-line basis over the lease term.

(III) Concessionary leases

For leases that have significantly below-market terms and conditions principally to enable the Company to further its objectives (commonly known as peppercorn/concessionary leases), the Company has adopted the temporary relief under AASB 2018-8 and measures the right of use assets at cost on initial recognition.

For comparative year (applicable before 1 July 2019)

The Company entered leases of office equipment, buildings and motor vehicles. Leases where substantially all the rewards and risks of ownership of assets remain with the lessor are accounted for as operating leases.

Rentals payable under operating leases are charged to the statement of profit or loss on the straight-line basis over the lease terms.

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 Divison 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 and credit card accounts 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 financial year.

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 financial year.

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.

AASB 16 Leases

The entity has adopted AASB 16 from 1 July 2019. The standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with a depreciation charge for the right-of-use assets (included in operating costs) and an interest expense on the recognised lease liabilities (included in finance costs). In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. However, EBITDA (Earnings Before Interest, Tax, Depreciation and Amortisation) results improve as the operating expense is now replaced by interest expense and depreciation in profit or loss. For classification within the statement of cash flows, the interest portion is disclosed in operating activities and the principal portion of the lease payments are separately disclosed in financing activities.

A right-of-use asset is recognised at the commencement date of a lease or 1 July 2019 (whichever is later). The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset. Right-of-use property assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter.

Right-of-use Motor Vehicle assets are depreciated on a diminishing-value basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is shorter. Where the entity expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjusted for any re-measurement of lease liabilities. The entity has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

A lease liability is recognised at the commencement date of a lease or 1 July 2019 (whichever is later). The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the entity's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period 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 financial year.

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.

Contract Liabilities

The liability for contract liabilities 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.

Grants are enforceable and have sufficiently specific performance obligations in accordance with AASB 15. The amount received at that point in time, is recognised as a contract liability until the performance obligations have been satisfied.

Economic Dependence

The Company is dependent upon NDIS participants choosing Far North as their service provider and Far North maintaining their registration as an NDIS Registered Provider. At the date of this report, based on current growth rates in services being provided, management has no reason to believe that the provision of this 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.

Comparative figures

Where required by Australian Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

Critical Accounting Estimates and Judgments

The Board make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates. The significant estimates and judgements made have been described below.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Key estimates - useful lives of property, plant and equipment

As described in Note 3(g), the Company reviews the estimated useful lives of property, plant and equipment at the end of each annual reporting period.

Key judgments - performance obligations under AASB 15

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by considering any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services.

In making this assessment, management includes the nature/ type, cost/ value, quantity and the period of transfer related to the goods or services promised.

Key judgments - lease term and option to extend under AASB 16

The lease term is defined as the non-cancellable period of a lease together with both periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the Company will make. The Company determines the likeliness to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic, and which are key to future strategy of the Company.

Employee benefits

For measurement, AASB119 Employee Benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. As the Company expects that most employees will not use all of their annual leave entitlements in the same year in which they are earned or during the 12-month period that follows despite an informal company policy that requires annual leave to be used within 18 months, the Company believes that obligations for annual leave entitlements satisfy the definition of other long-term employee benefits and, therefore, are required to be measured at the present value of the expected future payments to be made to employees.

	2020	2019
2. Revenue		
Operating Revenue		
Government Grants	1,218,268	6,649,399
Fees for Service	10,698,950	1,190,237
Gifts & Donations	366	-
Fundraising	783	-
Total Operating Revenue	11,918,368	7,839,635
Total Revenue	11,918,368	7,839,635
3. Other Income		
Interest Income	131	717
Sundry Income	58,674	36,754
COVID Subsidies	746,570	-
Total Other Income	805,375	37,471
4. Employee Benefits Expense		
Wages, Salaries & Allowances	6,074,066	4,482,477
Superannuation	517,472	385,269
Workers Compensation Insurance	215,048	120,174
Employee Benefit Provisions Expense	285,983	146,127
Total Employee Benefits Expense	7,092,568	5,134,048
	2020	2019
5. Cash and Cash Equivalents		
Cash at Bank	4,046,547	3,026,998
Cash on Hand	2,625	2,625
Short Term Deposits	20,848	20,717
Total Cash and Cash Equivalents	4,070,020	3,050,340
Reconciliation of Cash as shown in the Statement of Cash Flows		
Cash and Cash Equivalents	4,070,020	3,050,340
Credit Card Liabilities	(6,819)	(10,068)
Total Reconciliation of Cash as shown in the Statement of Cash Flows	4,063,201	3,040,273
Reconciliation of Net Surplus to Net Cash Flows from Operating Activities		
Net Surplus for the Period	2,025,897	740,314
Depreciation and Amortisation Expense	471,628	136,823
Loss on Sale of Assets	-	1,117
Property, Plant & Equipment Donated in Kind	-	-
Increase in Trade & Other Receivables	(1,052,397)	(546,359)
Increase in Other Assets	(2,257,414)	(89,939)
Increase in Trade & Other Payables	383,185	132,076
Increase in Other Liabilities	1,215,721	(347,954)
Increase in Provisions	285,983	146,128
Total Reconciliation of Net Surplus to Net Cash Flows from Operating Activities	1,072,603	172,206

	2020	2019
6. Trade and Other Receivables		
Trade Debtors	1,485,947	509,989
GST Receivable	90,987	33,406
Other Debtors	40,570	21,712
Total Trade and Other Receivables	1,617,504	565,107
7. Other Assets		
Current		
Prepaid Expenses	265,031	197,065
Accrued Income	362,725	12,469
Other Current Assets	17,089	20,000
Other Financial Assets	9,048	3,960
Total Current	653,892	233,494
Total Other Assets	653,892	233,494
8. Financial Assets and Liabilities		
Financial Assets		
Cash & Cash Equivalents	4,070,020	3,050,340
Trade & Other Receivables	1,617,504	565,107
Other Assets	9,048	3,960
Total Financial Assets	5,696,571	3,619,407
Financial Liabilities		
Borrowings	6,819	10,068
Trade & Other Payables	1,170,703	787,429
Other Liabilities	-	1,069,646
Total Financial Liabilities	1,177,522	1,867,142
9. Property, Plant & Equipment		
Plant & Equipment		
Plant & Equipment	94,146	94,146
Less: Accumulated Depreciation on Plant & Equipment	(86,279)	(83,357)
Total Plant & Equipment	7,868	10,790
Motor Vehicles		
Motor Vehicles	507,137	507,137
Less: Accumulated Depreciation on Motor Vehicles	(387,960)	(328,371)
Total Motor Vehicles	119,177	178,766
Buildings & Leasehold Improvements		
Buildings & Leasehold Improvements	98,000	90,325
Less: Accumulated Depreciation on Buildings & Leasehold Improvements	(87,917)	(73,854)
Total Buildings & Leasehold Improvements	10,083	16,471
ROU Assets		
Right-of-use Assets	1,837,016	-
Less: Accumulated Depreciation of Right-of-use Assets	(382,055)	-
Total ROU Assets	1,454,961	-
Total Property, Plant & Equipment	1,592,089	206,026

	2020	2019
Reconciliation of Property, Plant & Equipment		
Property, Plant & Equipment		
Opening Balance	206,026	322,064
Additions		
Assets Donated in Kind	-	-
Assets Purchased During the Year	1,844,691	12,175
Total Additions	1,844,691	12,175
Disposals	-	(3,390)
Total Property, Plant & Equipment	2,050,717	330,849
Depreciation Expense	(458,628)	(124,823)
Total Reconciliation of Property, Plant & Equipment	1,592,089	206,026

	2020	2019
10. Intangibles		
Intangibles	81,000	39,000
Less: Accumulated Amortisation on Intangibles	(45,000)	(32,000)
Total Intangibles	36,000	7,000

Intangible assets consist of software licences registered in the Company's name which were purchased by Kimberley Individual Family Support Association (KIFSA) and donated in kind.

	2020	2019
Reconciliation of Intangibles		
Opening Balance	7,000	19,000
Additions	42,000	-
Disposals	-	-
Amortisation Expense	(13,000)	(12,000)
Total Reconciliation of Intangibles	36,000	7,000

	2020	2019
11. Borrowings		
Current		
Credit Card Liabilities	6,819	10,068
Total Current	6,819	10,068
Total Borrowings	6,819	10,068

	2020	2019
12. Trade & Other Payables		
Trade Payables	1,047,046	559,060
Other Creditors & Accruals	123,657	228,369
Total Trade & Other Payables	1,170,703	787,429

	2020	2019
13. Other Liabilities		
Current		
Contract Liabilities	-	1,069,646
Revenue Received in Advance	793,215	-
Current Lease Liabilities	498,654	-
Total Current	1,291,869	1,069,646
Non-Current		
Client Funds Held	466	-
Non-Current Lease Liabilities	1,491,598	-
Total Non-Current	1,492,064	-
Total Other Liabilities	2,285,279	1,069,646

	2020	2019
14. Provisions		
Current		
Annual Leave	400,327	243,856
Personal Leave	98,744	50,949
Total Current	499,071	294,805
Non-Current		
Long Service Leave	171,144	89,428
Total Non-Current	171,144	89,428
Total Provisions	670,215	384,233

	2020	2019
15. Reserves		
Special Purpose Reserve		
Special Purpose Reserve - LWB Gifting	5,000	5,000
Total Special Purpose Reserve	5,000	5,000
Total Reserves	5,000	5,000

The special purpose reserve represents a vehicle donated by Life Without Barriers.

	2020	2019
16. Auditor Remuneration		
Audit and review of financial statements	17,000	18,900
Other fees and charges	-	1,309
Total Auditor Remuneration	17,000	20,209

17. ROU Assets

The Company's current value of ROU assets are as follows:

	2020	2019
ROU Assets		
Right-of-use Assets	1,837,016	-
Less: Accumulated Depreciation of Right-of-use Assets	(382,055)	-
Total ROU Assets	1,454,961	-

18. ROU Liability

The Company's current value of ROU Liabilities are made up as follows:

	2020	2019
ROU Liability		
Opening ROU Liability Balance	-	-
Add: New ROU Liabilities	1,837,016	-
Less: ROU Lease Repayments	(393,211)	
Interest on Leases	47,793	
Closing ROU Liability Balance	1,491,598	-

19. Short Term and Low Value Leases

The Company has a number of short term lease and low value commitments that do not extend beyond 12 months. The Company's minimum short term and low value payments for 2020 and future minimum operating lease payments for 2019 are as follows:

	2020	2019
Minimum Lease Payments Due		
Within 1 year	69,208	371,635
1 to 5 years	-	678,382
After 5 years	-	-
Total Minimum Lease Payments Due	69,208	1,050,017

20. Contingent Liabilities

There are no contingent liabilities that have been incurred by the Company during the financial year ended 30 June 2020 or at the date of this report.

21. 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 year.

Transactions with Related Parties

Sarah Kay who is employed as a casual Support Worker in Broome is related to the Chief Executive Officer. She is paid at normal commercial rates and her contract of employment was approved by the Board.

Transactions with Key Management Personnel

Key management represent executive members of the Board of Directors of the Company including the Chief Executive Officer, Asset & Finance Manager and Operations Manager for the 2020 financial period. Please note that the expenses for the 2019 financial period relate to the Chief Executive Officer only. Remuneration of key management personnel for the financial period includes the following expenses:

	2020	2019
Remuneration		
Short term employee benefits	225,820	141,069
Long term employee benefits	12,992	4,633
Total Remuneration	238,812	145,702

22. 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.

23. Capital commitments

The Company has no capital commitments in relation to the financial year ended 30 June 2020.

24. Post-reporting date events

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

25. 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 2020, the total amount that members of the Company are liable to contribute if the Company wound up is \$50 (2019:\$50).

AUSTRALIAN AUDIT

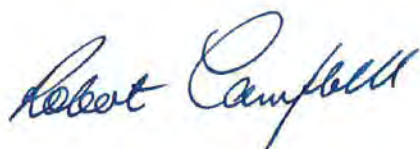
DIRECTORS:
ROBERT CAMPBELL RCA, CA, CPA, MSW
VIRAL PATEL RCA, CA, CPA
ALASTAIR ABBOTT RCA, CA, M.FORENSIC ACCOUNTING
CHASSEY DAVIDS RCA, CA, AMIA, BCOM

AUDITOR'S INDEPENDENCE DECLARATION

To the Board of Directors of Far North Community Services Ltd

In relation to our audit of the financial report of Far North Community Services Ltd for the year ended 30 June 2020, to the best of my knowledge and belief, there have been:

- 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
- No contraventions of any applicable code of professional conduct in relation to the audit



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

Dated: 23 November 2020

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AUSTRALIAN AUDIT

DIRECTORS:
ROBERT CAMPBELL RCA, CA, CPA, MSW
VIRAL PATEL RCA, CA, CPA
ALASTAIR ABBOTT RCA, CA, M.FORENSIC ACCOUNTING
CHASSEY DAVIDS RCA, CA, AMIA, BCOM

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 Company), which comprises the statement of financial position as at 30 June 2020, 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 directors' declaration.

In our opinion, the accompanying financial report of Far North Community Services Ltd is in accordance with the requirements of Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- giving a true and fair view of the company's financial position as at 30 June 2020 and of its performance for the year then ended; and
- complying with 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 Company in accordance with the auditor independence requirements of 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 Directors for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act. The

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directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company'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 directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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 Company'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 Company 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.

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We communicate with the directors 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.

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

Dated: 23 November 2020

Australian Audit is a CA Practice



far north
community services

Annual Report 2019/20

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Photo by Matt Deakin

Bungle Bungle Range in Purnululu National Park, WA