

# ANNUAL REPORT 2020/21

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





# About Far North

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

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

We commenced delivering services on the 24th October 2016 with 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.



# CONTENTS

## Annual Report

1. About Far North
2. Contents
4. Vision, Mission, Values
6. Chairpersons Report
8. CEO Report
10. Operations Report
  - Statistics on service delivery
12. Corporate Services Report
14. Broome Hub
  - Report
  - Stories
    - Cane – gym sessions with Chris and improvements to cardiovascular health
    - Jason – access to community, Looma visits
    - Jamilla
22. Derby/Fitzroy Crossing
  - Report
  - Stories
    - Mary George – art classes at TAFE and despite visit to Broome
    - Beno - connecting with community
    - Kane - discovering his confidence
30. East Kimberley
  - Report
  - Stories
    - Carmen – own home
    - Junior – sale of his handicrafts
    - Cassius -
38. Therapy Services
  - Report
  - Stories
    - Kelivina
    - Trey
    - Michelle
46. Support Coordination
  - Report
  - Stories
    - Deena – Broome
50. Plan Management
  - Report
52. Training
  - Report
56. Human Recourses
58. WA Disability Support Award
60. International Day of People with a Disability
62. Marketing and Communications Report
64. Audited Financial Statements



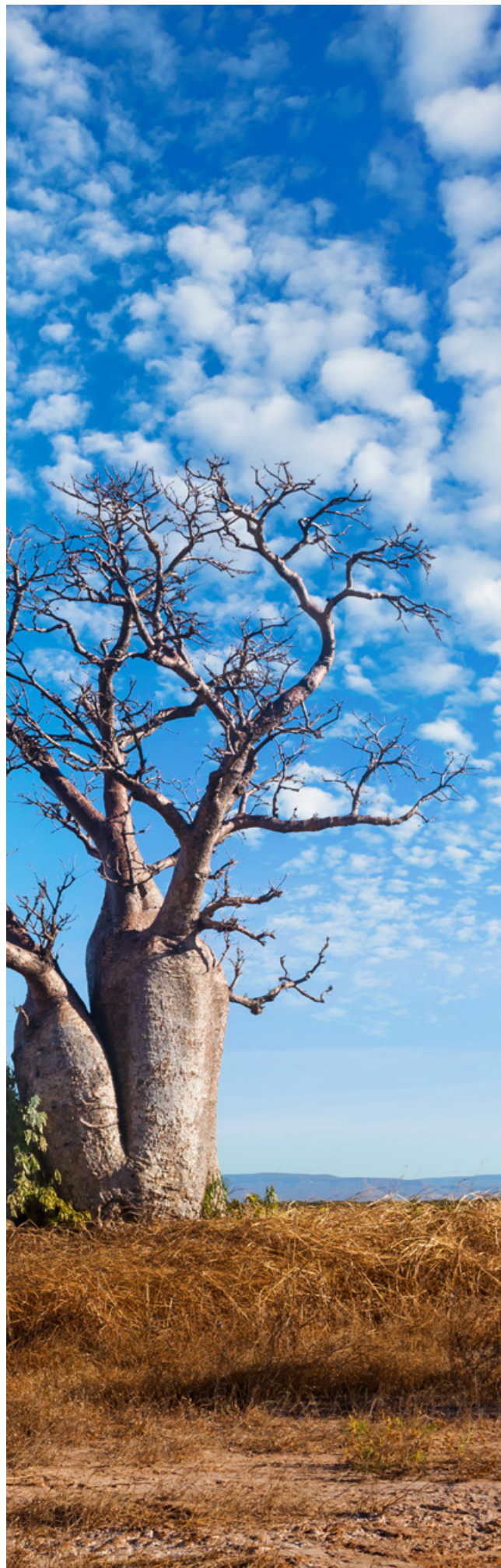
# Our Vision

**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 Report



Five years ago, Far North Community Services was incorporated with a goal to ensure people with disabilities had the same equity of access to quality services as people living in other regions of our state. Our vision is that communities are enriched through the inclusion of all people. We wanted to develop a suite of practical and flexible services that enable people to participate, contribute and live in their community of choice.

During the first half of 2021 we consulted widely with people we support, their families, our staff and other stakeholders to hear directly what they feel is working well and where we can improve. We sought feedback to shape our future direction.

We heard that there is strong support and appreciation for the work we do and our staff from all stakeholders. There was acknowledgement of the challenges with workforce and staff turnover that we know may businesses and organisations face. However, of interest to the Board is how this impacts on quality of services and what we can do to improve in this area and this will be a key priority area going forward.

The fact that Far North is locally governed, not for profit and only operates in the Kimberley was identified by many people as important in their decision making when choosing services.

We have evidenced the benefits of being locally governed and a not for profit in the distribution of any surplus back into local communities and services. To date we have been able to:

- Purchase housing for 5 people with disability who would otherwise have been waiting many years for affordable housing.
- Purchase an existing 5 bedroom 4 bathroom bed and breakfast property to provide respite (short term accommodation) for people across the region.
- Purchase housing for staff in Broome and Derby to address workforce shortages and support attraction and retention of staff. We know how critically important this is for the families we support.
- Invested in the development of new program areas, in particular therapy services and expansion in to remote communities.

The quality and professionalism of our services is paramount. People with disability and their families should expect to receive the same quality of services as those living in the metro.

Our recent certification audit results have given the Board confidence that we meet our legislative, regulatory, reporting and quality of service requirements. Our organisation has been described as innovative and creative and we are very focused on continuous improvement.

Over the next 18 months we will consolidate, collaborate and further develop our program areas, internal processes and partnerships. Our focus will be on staff recruitment and retention, influencing how the NDIS can work better for remote areas and continuing to ensure our communities can be enriched by the inclusion of all people.

---

**Chris Maher**  
Chairperson







# CEO Report



This last year has been one of our most important yet. We have had five years of managing constant change with the way disability services are funded and delivered.

The constant changes rolled out by the NDIS have increased our admin burden and compliance costs, caused confusion for people accessing the scheme and our staff and resulted in a workplace where the only constant has been change. This places enormous pressure on organisations and that our team has not only ridden this wave, but managed to get inside the barrel, conquer it and come out the other side is an achievement to say the very least.

The flipside of all the challenges with this change, is that people in remote areas are accessing services for the first time, life changing aids and equipment are available for people that reduce their dependence on others, services are being provided on country in remote communities and people are having a greater say in what their service look like and who delivers them. The 'market' the NDIS hoped for to give NDIS participants choice and control is developing and we have seen new providers become established in the region.

At Far North, our focus is on quality of support delivered by a skilled and competent workforce who are values driven. As a locally governed and registered not for profit provider we are well placed to achieve this goal.

Our ongoing registration and participation in certification assessments by external auditors demonstrates our commitment to meeting all the NDIS Practice Standards and Code of Conduct. With over 300 quality indicators assessed in September we were proud that only 3 minor non-conformances were identified. This is less than 1%. Well done to our amazing team.

During March and April 2021, a series of consultation sessions and an online survey were run as part of our strategic plan review. Consultation sessions were held for stakeholders, staff, individuals and families in Broome, Derby, Fitzroy Crossing, Halls Creek and Kununurra. A total of 55 staff, 19 families and individuals and 21 stakeholders attended these sessions.

The consultation process sought to better understand the strengths and weaknesses of the current operations and the opportunities and threats for the future. The sessions were facilitated by Joel Levin of AHA Consulting and the feedback gathered has been used to inform our strategic priorities for the next 18 months.

We would like to thank every-one who attended these sessions and for their generous feedback. The highlight of the face to face consultation is the increased partnership with people we support and their opportunity to contribute to the way services are developed and delivered. Following the Derby consultation a group of people led by Victor Patrick have teamed up to form a local advocacy group. This pro-active group is well under way in their planning for an exciting event for International Day of People with Disabilities in December 2021.

Similarly a group of strong women in the Fitzroy Valley have indicated their wish to take the lead in designing the programs and activities that their family's members attend.

The introduction of a new online platform to ensure all staff had access to all policy and procedure with accompanying knowledge tests is resulting in streamlined processes and standardised practice across the organisation.

This has been welcomed and was also identified by stakeholders as an important improvement. We have also improved our complaints management processes and reporting and continuous improvement feedback loops through the implementation of this program.

The highlight for me from the last year has been to see the growth in knowledge and skills of our staff across all program areas and roles within the organisation. We have been established long enough now to have cemented strong relationships and partnerships within and externally to the organisation which now has around 150 staff. Our Management team is a high performing one, who have committed to consolidate and collaborate over the next year to further embed a culture of respect in all areas of how we work. Every day I am thankful for our front line staff who work in a variety of roles and the admin staff who back them up, for it is as one team all focused on the same goal that we will thrive in this ever-changing and dynamic NDIS.

My thanks and appreciation extend to our Board for the leadership they provide and commitment to respect, quality, entrepreneurship, risk management and regional development. It is through the Board's strategic insight, that we have been able to provide housing for people with disability, staff housing and a wonderful respite house. The contribution that Far North makes to this region goes far beyond individual service delivery for NDIS participants, our organisation contributes to an inclusive community whilst generating significant economic and social contributions that support our entire region.

The coming year will see many more dreams come to fruition with plans to keep on giving back to the communities in which our staff live and work.

---

**Kathy Hough**  
CEO





# Service Delivery Overview



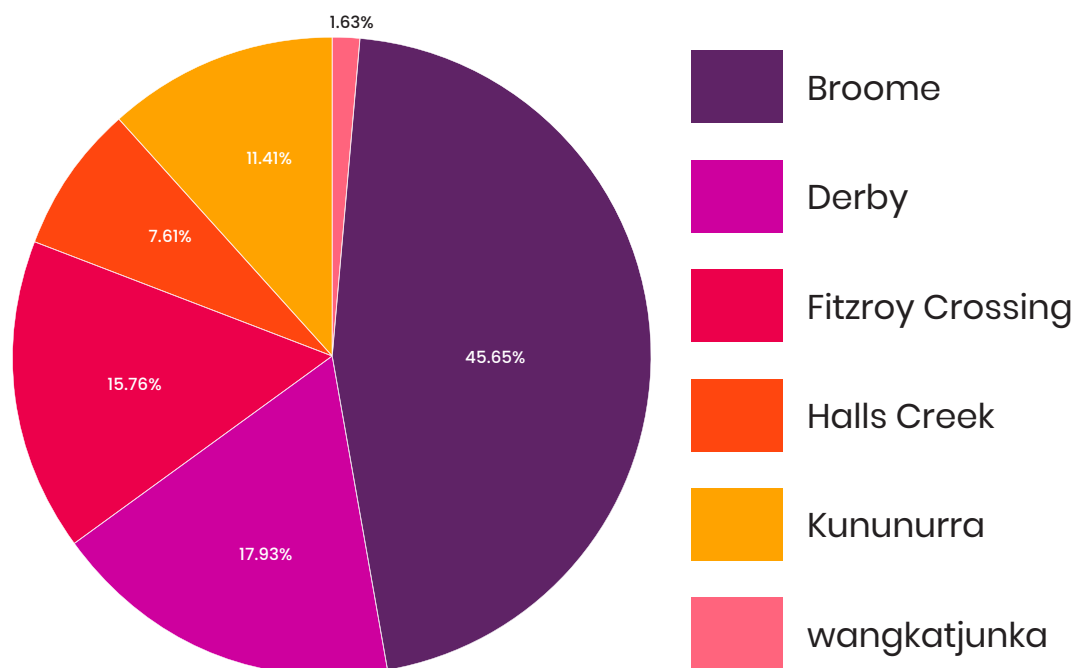
In FY2020/21 Far North supported 184 individuals and their families throughout our service regions in the Kimberley.

These individuals utilised direct service delivery, therapy, plan management and support coordination in Broome,

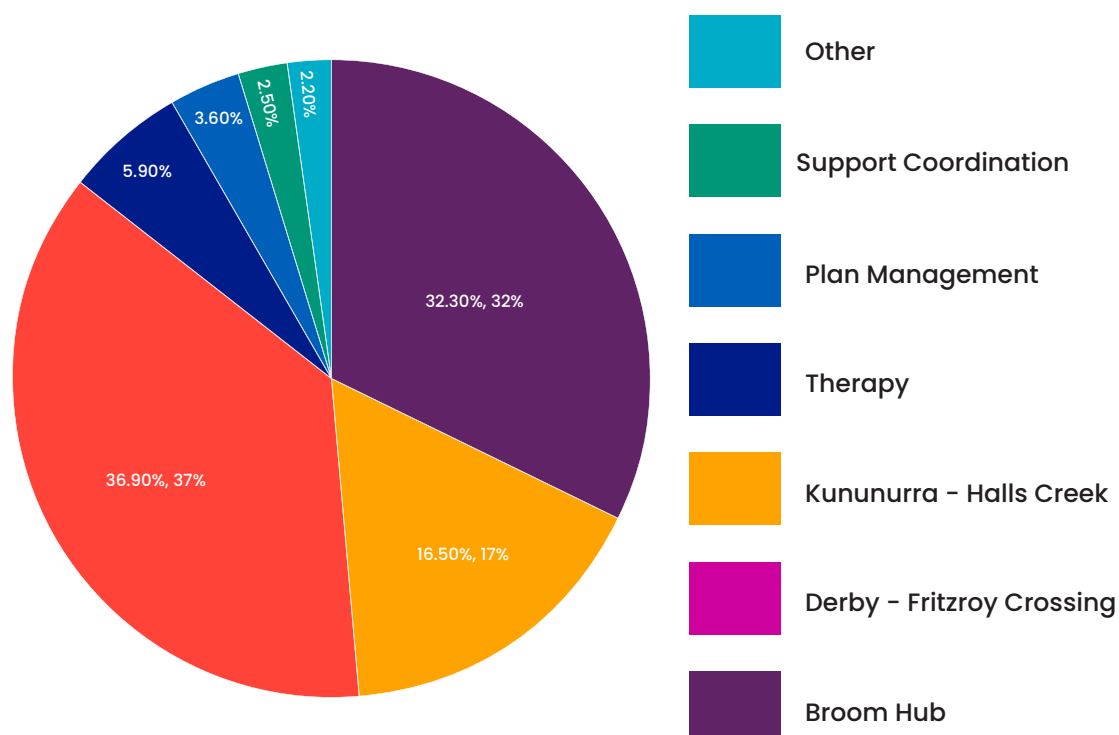
Derby, Fitzroy Crossing Far North's NDIS Revenue increased by 35.7 % on the previous financial year from \$10.6 million to \$14.4 million.

Other revenue declined by 23.8% from \$2.1 million to \$1.6 Million.

## Percentage of People Each Region



## Percentage of Service Delivery by Type and Region





# Corporate Services Report

---

Far North is now an established provider with an extensive asset base and around 150 staff.

The increase in demand for services continues and with this comes increasing pressure to fill the shortfalls in the region for accessible and affordable housing for people with disability and our staff.

This year we have focused on the growth of our fleet and this has included the purchase of fully modified vehicles. These vehicles are now used throughout all Far North service areas and are assisting to access the community in remote and very remote areas.

We will continue to increase this fleet and ensure that each car purchased is responsive to the needs and lifestyles of the local area.

Acquisition of real estate for people we support has occurred in Broome and Kununurra. In Broome subsequent housing has been purchased to assist with staff accommodation and more recently for the provision of respite services.

In the future we envision these acquisitions continuing and moving into the regions of Derby and Kununurra with the aim of providing better housing services to people, accommodation for staff and expanding into the areas of SDA accommodation.

Additional office space has been leased within the Regional Kimberley Offices complex in Broome to provide room for therapy and finance.

Renovations of leased space were undertaken with therapy commencing their occupation in early March.

This has allowed therapy to increase service provision throughout the West Kimberley.

The finance department now occupy their own office space within the Regional Kimberley Offices complex and this has supported the recruitment of staff to meet increased workload.

The office facilities in Fitzroy Crossing have been given a makeover and we anticipate taking up additional space within the premise in the short-term.

The creation of a new role to coordinate the Far North fleet and property portfolio occurred and this position has been invaluable to the management of those assets.

---

**Peter Martin**  
**Corporate Services Manager**





# Broome Service Delivery Report

---

What an exciting year it has been for the Broome Hub. I am honoured and privileged to be a part of an amazing team that support one another and work together to ensure best outcomes for the people that we support. Despite the continuous challenges of the Covid-19 pandemic, staff shortages and new regulatory requirements the team have been able to navigate through these challenges and provide essential supports that I am extremely proud of.

We have been able to expand and provide necessary supports for people to live in their own homes with 24 hour support, 365 days of the year. Working in collaboration with other services and providers has been instrumental in ensuring best practice and quality of life outcomes for people. I would like to acknowledge these services, especially the Broome hospital, for their patience whilst we have recruited and trained staff in preparation for people to leave hospital and the essential supports they provide to our community.

The Coordination team are dedicated to ensure people we support and their families receive the best supports possible and that the person and their families are at the centre at all times. Kevin, Emma, Chris and Janet work extremely hard, and more importantly work together, as team to ensure supports are delivered in a person centred manner at all times. It is an honour to lead them and walk alongside at times





in ensuring best outcomes for the people we support. I would also like to welcome Ash-Lee who is a wonderful addition to our team. Ash-Lee has worked previously in a Support Worker role and now joins us in the Administration Support Officer role.

There continues to be a national shortage of support workers and this has proven to be a challenge.

I am extremely proud of the Coordination team and our HR Advisor, Barani for always working together in collaboration and for their creativity in ensuring supports are provided. Despite these challenges a person centred approach is adopted at all times and is integral to our recruitment process.

We ask the participant and their families how they would like to see their support staff recruited and trained and we involve them to the degree that they wish. This is very important in ensuring the participant feels comfortable and secure in the supports that are being provided.

Supporting a person to return to Country and connect with their faith has been a positive and extremely worthwhile achievement. It is very important that we work collaboratively to ensure we provide culturally secure supports and that people are supported to reconnect with Country. Jason Nalgood is from the Looma community and resides in Broome.

Jason has had the opportunity to reconnect with Country, family and friends in Looma with assistance from his Support Workers with planning and transport. Jason enjoys actively immersing his support staff within his culture by sharing stories and connecting them with his family and friends. Jason is able to attend and practice his faith and is supported to attend church services on a Sunday evening and Fellowship on a Tuesday evening.

Jason is supported to connect with people in his community who share his faith, engage in theological discussions, share ideas and continue the journey of his faith.

Gemma Francis recently traveled back to her community of Beagle Bay and staff were able to support Gemma and her family to reconnect with friends and family. Gemma expressed how important the trip was as she had not visited her home of Beagle Bay for many years. Having a wheelchair accessible vehicle made this trip possible.

Jamilla is well known and liked within the Far North office, where she attends every day and uses computer for social and educational purposes. Jamilla has her own work station and it has been an absolute joy to witness her continued growth and skill development in all areas of her life.

Kaine is supported to attend the gym twice a week. With support from his support worker he has made tremendous growth in terms of strength and fitness and this has supported him in all aspects of his life. Kaine's doctor has highly commended him for the vast improvements he has made and this is a result of his hard work and sheer determination.

I would like to thank and acknowledge our wonderful Support Workers. Their hard work, commitment, determination and person centred supports ensure that the people we support and families receive the highest quality care support and live as independently as possible.

Nothing would be possible without the trust from the people we support. It has an absolute honour and privilege to walk alongside you all in supporting you to achieve your goals and aspirations. Our team are committed to the provision of delivering quality supports and I am excited for what the future holds for the delivery of supports within the Broome community.

---

**Elaine Clarke**  
**Disability Services Manager**  
**West Kimberley**

# Broome Stories

---

## Kaine's Story



For quite some time it had been Kaine's goal to build up his strength however he was not confident in his ability and hesitate despite his desire to train at the gym.

With the support of his coordinator, Chris McCory, who is also a qualified personal trainer, Kaine has been training at the gym for the past year and has progressed from low impact exercises to leg pressing 170kg.

To begin Kaine and Chris consulted Kaine's cardiologist to ensure his gym program was informed by expert medical advice.

Kaine started with body weight core strengthening, stability and posture correction exercise and then gradually introduced light weights to increase his range of movement.

He then progressed to isolation exercises and started to increase weight and incorporate the use of weight machines to build up muscle memory.

In the last year Kane has put on 20kg of muscle mass and his cardiologist is blown away by his improvements in health.

It is not only Kaine's physical health that has improved since he started training at the gym, his confidence has as well.

Kaine has developed friendships at the gym and regularly engages in conversation with other gym users.

Kaine and Chris go to a café after their gym session together where he enjoys breakfast and conversation with people at the café.







# Broome Stories

---

## Jason's Story



Jason was born on fresh water country in Looma in the Kimberley region of Western Australia and from the Walmajarri language group. He grew up in this small community of about 500 people 130 km south east of Derby. He now calls Broome home where he has been living in shared accommodation since 2016 and been supported by Far North to live an independent life.

Following rehabilitation in Perth for an acquired brain injury Jason said he was excited when he was offered the opportunity to relocate to Broome. "Initially people were concerned that I would be a long distance from my family in Looma, but I made the decision to move into shared accommodation in Broome and have my family regularly visit."

Getting out and visiting his Country is very important to Jason. "It gives me a real sense of belonging and connection to my culture," he said.

With support of Far North Jason has visited Looma on multiple occasions and he is currently planning another trip to connect with family and friends.

It is a three hour drive from Broome to Looma and the first thing that strikes you as you

approach the area is the surrounding escarpment that wraps around the community like a horse shoe.

Using the augmentative and alternative communication app installed on his laptop Jason talks about the story of the ranges surrounding Looma. He says that the escarpment represents four baby lizards who climbed to the top of the range to get away from the flood waters which their mother drowned in.

Jason says the things he enjoys about visiting his community are the views of Country and reconnecting with family.

Jason's Support Worker Jim has been supporting him for four years and also travels with Jason to Looma when he visits. During visits Jim remains a constant but discrete support to Jason throughout his time in the community.



“

*My Aboriginal background and lived experience of disability has helped me to better understand the life of the people I support. Every day I am increasing my knowledge of different types of disabilities so I am able to support people better. Jason has taught me a lot,”*



# Broome Stories

---

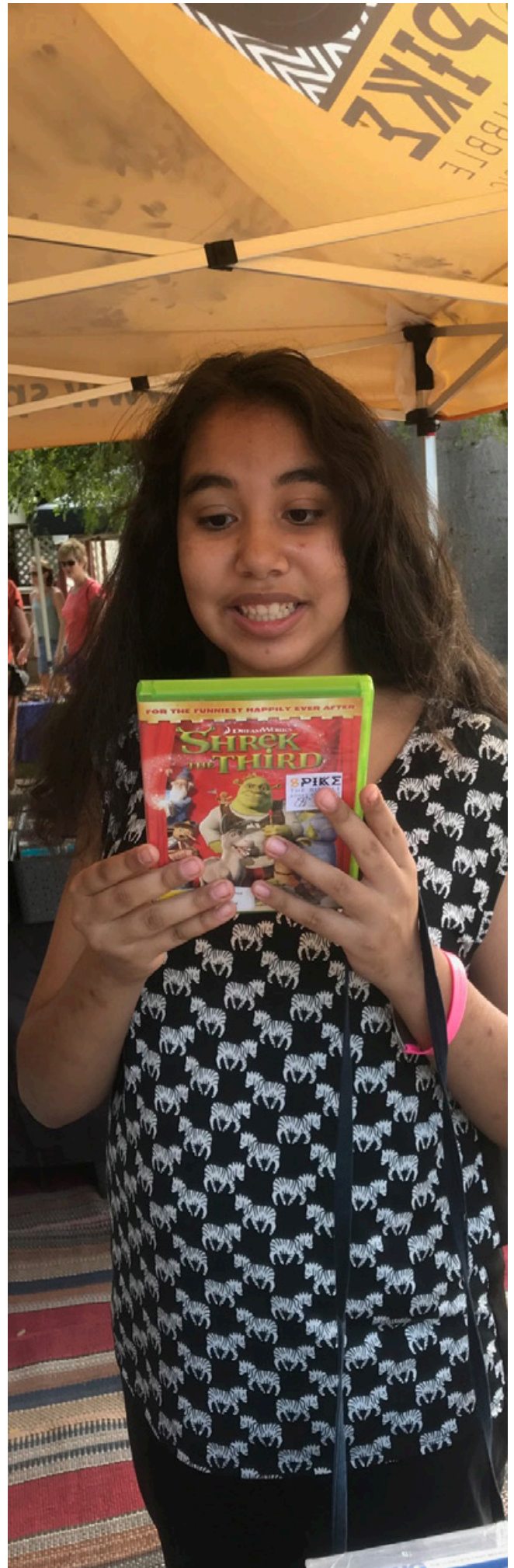
## Jamilla's Story

Jamilla Manado is a young woman who has received daily support from Far North for many years.

We have seen Jamilla grow into a confident and capable young woman eager to engage in her community and be involved in activities she enjoys and is passionate about. In the last year Jamilla has been supported to engage in cooking classes with her support workers increasing her capacity for this integral life skill.

This has included using utensils and equipment, following recipes and preparing healthy meals. Jamilla loves cooking and receives much joy from watching her culinary creations take form. These classes have a community benefit as the food Jamilla voluntarily cooks is given to individuals and their families living in the community.

Jamilla is supported to go to the Broome Markets where she has been able to build on her social connections and daily life skills. She is competent in making purchases and exchanging money. Jamilla thoroughly enjoys her Saturday morning trips to the Market and this is something that is very important to her.







# Derby and Fitzroy Crossing Hub Report

---



The Derby and Fitzroy Crossing hub started the year with a focus on the transfer to reporting to the NDIS Quality and Safeguards Commission. The most significant change was adapting to the new serious incident reporting framework. Managers and coordinators received regular training and I am pleased to report that our hub met all compliance indicators as assessed in the NDIS certification assessment to maintain registration.

Another major area of address was the impact ongoing flooding due to torrential wet season rains had on service delivery in Fitzroy Crossing. The heavy impact of seasonal weather conditions on our ability to delivery supports was most acutely felt by people living in the surrounding communities of Joy Springs, Bungardi and Muludja as we simply could not reach these communities by road due to flooding. A comprehensive risk assessment that incorporated Main Roads Western Australia and Shire of Derby West Kimberley advice was undertaken. This was shared with the NDIA to show the nature of service delivery in the Kimberley and the environmental impact and risk associated seasonal weather conditions and how this impacts our ability to delivery services,

particularly in the Fitzroy Valley.

In March and April the Derby and Fitzroy Crossing hub had the pleasure of hosting individuals, their families, carers, staff and stakeholders for Far North's strategic consultations sessions. The workshops in Fitzroy Crossing and Derby, as well as an online survey, identified our strength and weaknesses as well opportunities and threats.

Families identified needing to know more about the different types of services provided by Far North and a subsequent Welcome Pack was provided to all existing and new referrals. We also fine-tuned our HR processes for support staff focusing on the integral role a person being supported and their family has in the recruitment of support workers, and these changes have been reflected in our Service Agreements.

Consultations in Derby identified the desire for a community reference group to link individuals with a disability to the community and to raise awareness of people with disability in the community and the issues that are important to them. We have seen clear demonstration of this where we are collectively working with Victor Patrick,





carers and other community organisations to plan an event in Derby for International Day for People with Disability on 3 December 2021.

Recruitment and retention continues to be a challenge. Our support team has grown and we have welcomed a very dependable and professional HR Advisor in Michael Chiutare. Michael has been a great addition to the Far North HR team and has built and driven the staff recruitment project for our hub.

Tino Encabo took on the role Derby Service Coordinator and Mentor. This new role included providing proactive and team-building leadership to direct support staff, regular training and supervision meetings and staff induction days for existing and new staff. As a result we have seen significant increases in positive outcomes for the people we support.

Sammy Chumba was appointed Derby Accommodation Coordinator and continues the amazing mentorship program implemented by Tino. Sammy's calm nature and focus on team work and consistency of supports continues to have a positive impact on the people we support and their ability to have choice and control.

Sammy has a collaborative approach and routinely works with allied health practitioners and service providers to coordinate services in the best interest of the people we support.

In July and August we reviewed our service delivery processes in Fitzroy Crossing and undertook much needed renovations to our office space. Throughout this process, Fitzroy Crossing Coordinator, Donna Butler showed her level of care for the people we support going over and above to ensure people could attend TAFE classes, appointments and receive essential supplies in their communities. The people we support in the Fitzroy Valley are very fond of Donna and she regularly advocates on their behalf. She has worked with Support Coordinators and NDIA planners to ensure peoples plan reviews are completed. We celebrate and value these attributes at Far North and will continue to support our staff in Fitzroy Crossing with regular training and professional development opportunities.

# Derby and Fitzroy Crossing Hub Report

---

## Successes and Improvements

At the beginning of 2021 we introduced a Mentor Coordinator role into service delivery and this role has been instrumental in the application of person-centred supports by direct support staff working with individuals with complex needs. This is supported by our values based recruitment of Support Workers and numerous online and in-person training, in particular in the area of high intensity supports.

Tino has delivered person-centred inductions to all existing and new staff and is currently delivery Team Teach training in Derby. Team Teach will be delivered to staff in Fitzroy Crossing in the coming months.

This has ensured services are informed by evidence-based practices, are person-centred in their approach and delivered according to NDIA practice standards and any Positive Behavioural Support plans that may be in place.

The introduction of regular supervision meeting in our hub has had a positive effect on staff engagement. Staff have regular catch-ups with their supervisors to discuss their respective roles, challenges, areas of improvement and individual performance. From this we have been able to identify training and professional development opportunities.

The introduction of the cloud based policy platform, Centro Assist has aided staff in the delivery of services aligned to organisational policies and procedures and the NDIS practice standards.



## Highlights of the year

This year three people we support in Fitzroy Crossing were able to utilise respite care in Broome. During our community consultations in Fitzroy Crossing respite care was identified as a service highly sought after by those who attended the session and we are immensely proud to have been able to provide such support to these families this year.

## Opportunities to be attained

We are now in a position in Derby to accept more referrals. Six people have been referred to our service in the past four months and are currently receiving supports. The review of our referral intake process supported us to better understand the needs of these individuals and to tailor individual supports to meet those needs. These people and their families were also involved in the recruitment of support workers and had the final say in who supported them.

We are looking to expand our Respite care in Broome and will be implementing an annual roster to ensure there is availability for those people wanting to utilise this service. Broome is the preferred location for respite care for people from Derby and Fitzroy Crossing and we are excited at the prospect of utilising the 5 bedroom, 4 bathroom home that Far North has bought for this purpose.



## Changes around our Hub

I would like to acknowledge the work of employees who transitioned to other workplaces throughout the year and the contribution they made to Far North during their tenure.

I would also like to acknowledge our direct support staff, Heneri Hiroki, Gladys Jebichii, Edward Kipkew, Edwin Kosgei, Mercy Towett, Alex Kibusia, Denis Samoei, Linus Kiplimo. The team have brought a lot of enthusiasm, professionalism and a value-based approach to service delivery. Recruitment of direct support staff in Fitzroy Crossing in response to increased referrals continues to be a priority.

People we support in Derby have expressed the desire for employment and to that end we are liaising with the local supermarket, service station, newsagent and other businesses to provide employment opportunities. Our partnership with Fitzroy Crossing TAFE and Wangki Radio continue to provide training, employment and volunteer opportunities for the people we support in the Fitzroy Valley.

Three individuals we support are currently employed at Wangki Radio and have a regular radio show which is broadcast live throughout Fitzroy Crossing and surrounding communities. People who attend numeracy and literacy classes and continue to develop these skills which are supporting their day-to-day community engagement. We will continue to progress and explore partnerships with businesses and community organisations throughout the Shire of Derby West Kimberley to provide employment opportunities to the people we support.

Acknowledging individuals, families, carers, legal guardian and external stakeholders

I would like to extend my sincere appreciation to those families, carers, legal guardians and external stakeholders who we have regularly engaged with throughout the course of service delivery.

They have provided invaluable insight and generous feedback which has enabled us to provide a more responsive service to individuals, their families and communities. We have an open door policy in our offices and families, carers and legal guardians are always welcome and we encourage regular check-ins with coordination and management. We are continuously looking to improve our service delivery and these discussions provide valuable learnings into how we can be more effective and supportive.

## Acknowledging all staff within our Hub

Finally, I would like to extend my sincere appreciation and special thanks to all our staff in the Derby and Fitzroy Crossing hub. Your dedication, enthusiasm, professionalism and commitment to being a positive support throughout someone's journey to achieve their goals in life makes me extremely proud. Each person brings their individual strengths to the team as well as an appreciation and acknowledgement for the strengths of others. The ensuing camaraderie is reflective of how we intend to build our staffing levels in response to individual's choice and control.

With the uptake of the NDIS by individuals living in Derby and Fitzroy Crossing I, like many of my colleagues, am excited to play a role in providing support to people with disabilities to live a quality and fulfilling life in their community. With a focus on continuous improvement I look forward to working with the team and our current and future partners to provide effective, meaningful and culturally appropriate supports to individuals, their families, friends and carers.

---

**Edwin Kosgei**  
**Derby Fitzroy Crossing Service**  
**Delivery Manager**

# Derby and Fitzroy Crossing Stories

---

## Beno's Story

---

Benadicta Rose, also fondly known as, Beno currently lives in Derby with her son and grandson and is informally supported to do her shopping and get out and about in the community by her daughter.

Beno has previously lived in Perth and Broome but returned to Derby to be closer to friends and family. She has a passion for diamond art and country music. Beno loves being part of her community and has a strong connection to her Country.

Beno says that she has difficulty getting out and about because of her disability. She says she get tired easily and some days it is hard to get going and that's when she need support to be more active and to connect.

With the support from Far North, Beno says she gets to do the things she loves.



## Connecting with community

---

"Far North has provided me support workers who understand me and help me achieve my goals by being there for me and encouraging me to try new things," she says.

"They support me in my home, preparing meals, take me out to meet friends and family. I have gone out to Country and to places that I like."

"I feel very supported and encouraged. I feel safe and not judged when I don't get things right. I feel valued for who I am," she says.

"Far North has made it possible for me to do more and feel more confident in myself. The changes for me is that I feel good about myself and given me the opportunity to be more connected with my community."



---

## Kane's Story

---

Kane Hardy is a young man currently living in Derby but he is planning to move to Perth to be closer to his dad and family. He has a passion for fixing cars, engines and anything mechanical.



## Discovering his confidence

---

"I can drive and have been involved with the speedway club in Derby since I've been here. I am saving up to buy my own car," he says.

Kane's favourite music is rock and roll, especially heavy metal.

"My favourite band is Metallica," he said.

Kane enjoys being around friends and family. He is a hard worker having worked as a kitchen hand in Derby. Kane's dream is to study to be a mechanic and work on cars and engines.

Kane has been receiving support from Far North to build and develop his independent living skills so that he can move into his own home.

"With the support of Far North I feel that I gained the skills needed to be independent when I move to Perth. My support workers have encouraged me to learn new skills and supported me to be more independent and safe in my community," he said.

Much has changed in Kane's life since being supported by Far North.

"I have gained the confidence to go out by myself. I can prepare meals and look after myself. I can try new things and can realise my dream of being a mechanic," he said.

I am going to miss the friends that I have made here in Derby and hope that I get the great support to achieve my dreams when I move to Perth.

# Derby and Fitzroy Crossing Stories

---

## Mary's Story

Mary is a Waljamarri woman from the Fitzroy Valley. She was born in Derby hospital and went to Perth to attend the Mosman Park School for the Deaf when she was five years old. Mary continued her schooling at Mosman Park from 1974 to 1985, and then returned to Fitzroy Crossing to be reunited with her family. Mary said she really enjoyed her schooling in Perth during her formative years.

In 2019, Far North partnered with TAFE, Fitzroy Crossing for people in Fitzroy Crossing and surrounding communities to attend TAFE classes focused on basic numeracy and literacy, art work activities and building social interaction and networks. Fitzroy Crossing is a very close-knit community and these classes also provide opportunity for students to connect with extended family members who also attend the classes at TAFE.

This partnership has yielded many benefits for Mary who never misses a day. The TAFE program is tailored for each individual and Mary was very keen to engage and update her basic numeracy and literacy skills and has excelled in this aspect of the program. Mary has become quite the artist and she has been using this medium, as well as Auslan, to communicate.

One of Mary's goals is to be able to sell her art at community events.

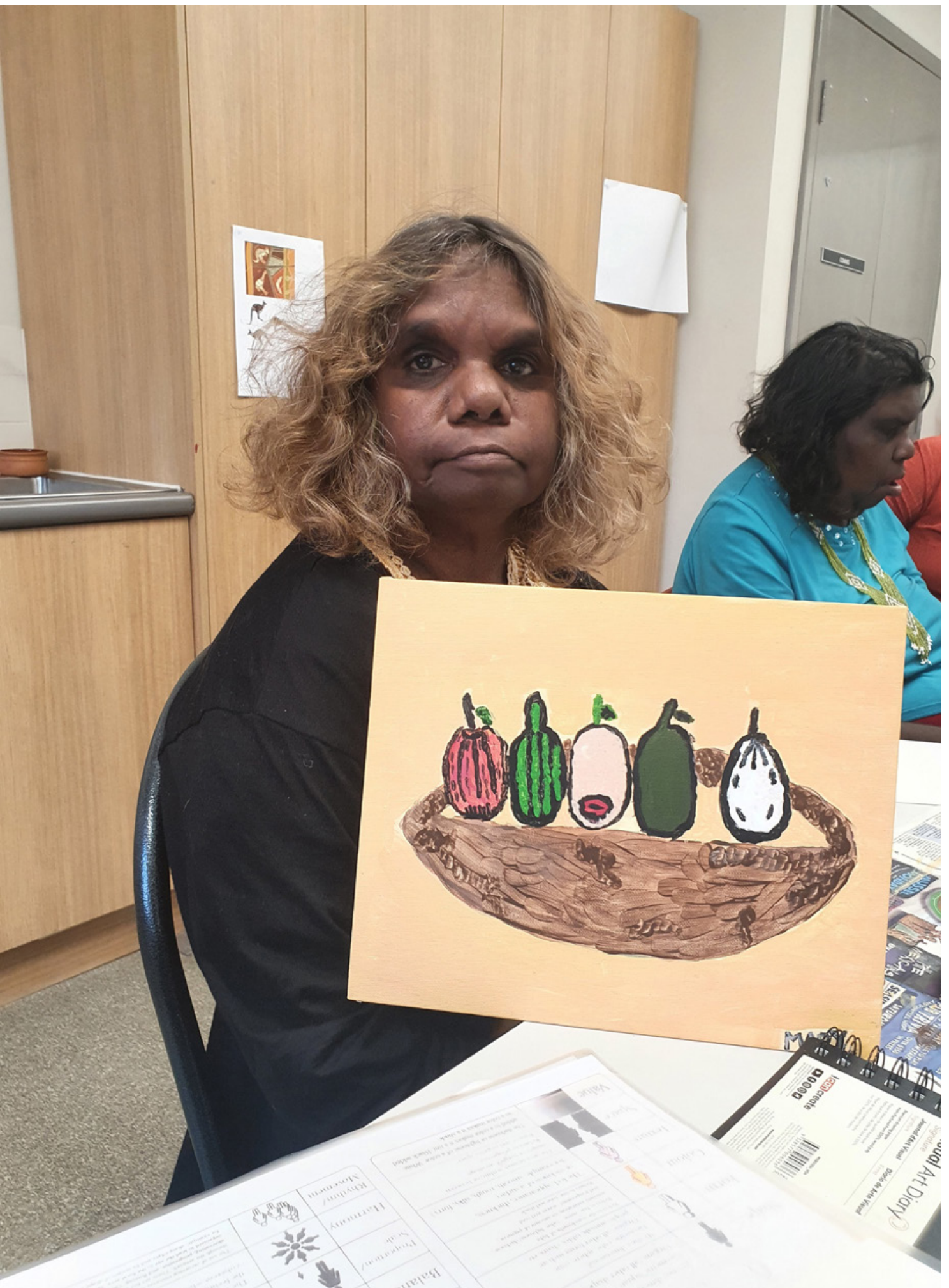
Mary recently received tuition from a well know artist at Munkaja Arts Center in Fitzroy Crossing where she learnt new skills to add to her own individual art forms. There has been significant growth in Mary's self-esteem and the active role she plays since attending TAFE. Mary is a much more outgoing person and tends to lead the way for other people who attend the course.

Mary enjoys visiting the Far North office in Fitzroy Crossing, having a cup of tea and participating in group activities planned by Fitzroy Crossing staff. During difficult periods or concerns at home or in the community, Mary knows she has a safe place to go to and talk to someone if needed. Mary is working with Far North Speech Therapist to increase her capacity to interact with people at home and in the community.

Mary says she is looking forward to having respite again in Broome to enable her sister Sandra to have a break from the caring role she provides.







# East Kimberley Hub Report

---

I would like to start by thanking the team in the East Kimberley for their flexibility and hard work throughout this year. Covid-19 and changes to the NDIS have presented unique challenges that require continuous adaptation throughout the process of service delivery in the East Kimberley.

We have embraced the roll out of our online platform that ensures all staff across the organisation have access to policy and procedure at all times. These policies and procedures safeguard people we support and ensure a consistent and professional approach is implemented in the delivery of supports and services. This has been a big focus for the team in the lead up to the NDIS Quality and Safeguarding certification audit.

The adoption of Covid-19 hygiene measures in the work places has seen regular hand-washing and sanitizing, not coming into work when unwell, wiping down taps, door handles, light switches and surfaces on a regular basis become common place. It has been great to see that the people we support have also adopted these practices in their day-to-day lives. Given the increased vulnerability of many people we support in relation to Covid-19 and our proximity to the NT border these measures are critical to ensure people we support and our staff remain Covid-19 free.

Providing person-centred supports and being led by the people and their families we support has been at the heart of service delivery this year in the East Kimberley. By focussing on individual strengths and interests we have seen some really positive outcomes.

One who expressed a real interest in airplanes has been supported to regularly visit the airport to observe operations and watch planes land and take off.

This led to developing their computer skills and as a result of their interest he now is able to look up the arrival and departure times of planes on the computer.

This interest in aircraft has also created opportunities for social engagement and civic participation. It was heart-warming to see pilots and hostesses who have come to know him arrange for a photo of their plane to be taken and gifted to this individual.

The people we support in Kununurra had the opportunity to host the Council of Regional Disability Services (CORDS) members who held their August meeting in Kununurra. The group included National Disability Services (NDS) State Manager Julie Waylen and a group of 12 CEO's and Managers from regional disability service providers from around the State.

This included showing the group around Lake Argyle followed by lunch and a swim in the infinity pool at the Lake Argyle Resort. The group commented on the respectful relationship between the people being supported and their support worker and how people were being supported to shine.

The Lake Argyle trip resulted in an interest from NDS to develop several short films on a day in the life of a support worker in the East Kimberley to promote workforce development and highlight the difference between working in a metropolitan area.

People supported in Kununurra have long standing friendships and meetings, birthdays and farewells also provide an opportunity for people to prepare and cook food for social events and get together. These group and social activities are something the people we support in both Kununurra and Halls Creek thoroughly enjoy.

We received two modified vehicles this year to be used in Halls Creek and Kununurra.



This has enabled people we support who use wheelchairs to access areas of their community which have previously been restricted due to the lack of suitable and safe transportation.

We have faced huge challenges delivering services within the scope of people's renewed NDIS plans, many of which have significantly reduced hours of support. For many people we support this has created anxiety and stress in their life. The NDIS remains a complex and difficult system for people to navigate and we are strongly advocating for a remote lens to be applied when reviewing plans in remote areas.

Staff shortages, lack of suitable accommodation and high cost of living in the Kimberley has been an additional challenge faced by service delivery in Kununurra and Halls Creek. We have many employees who have families' interstate and due to ongoing border closure have not been able to visit their families. Despite these challenges the dedication and passion of the team both in Halls Creek and Kununurra has been amazing.

We were sad to see Rosita Wilson, our coordinator in Halls Creek leave the region to be closer to family interstate. We have welcomed Waiata Riddell to the team and she has hit the ground running. With our new HR Advisor Charmaine and more regular visits to Halls Creek, we are growing the number of people accessing services and our staff in Halls Creek.

---

**Yvonne Benson**  
**East Kimberley Service Delivery**  
**Manager**



# Personal Stories Kununurra

---

## Carmen Mangolamara, Kununurra



Carmen came to Far North in 2018 from Kalumburu where she had spent most of her life. She now lives in her own home which she loves and adores.

Carmen is very passionate about art and craft, she enjoys fishing and is a good story teller often telling stories about her community, culture and people.

Carmen can be shy sometimes, especially if she is seeing someone for the first time, however once she is familiar with that person is the most fun and amazing person.

When Carmen first came to Far North she struggled to interact with the majority of staff and other people and would often hide herself in her room and not engage in any activity. With the dedication of the Far North team

Carmen has been able to come out of her shell and engage with staff and other people.

She is now working towards achieving her goals of living independently, developing skills to engage in the local community make positive choices to improve her health and wellbeing.

Carmen is supported to do this by her support workers and together they go out in the community, on fishing trips, swimming and create art and craft which she hangs in her home and at the Far North office. Carmen has also been able to teach her support workers how to make damper which she says was taught to her by her grandmother back in Kalumburu.

Carmen is now living independently and feels safe in her home. She says that coming to Kununurra has changed the way she communicates and interacts with other people. She is happy that she has a home that she calls her own and that she is able to go fishing and have picnics with friends and create art and craft in home.



“

*“I called my friend Cherrie in Kalumburu and I told her that she needs to come to Kununurra and get supported by the Far North mob. They are looking after me, given me a nice house and I have my own money. Stop suffering and come here to Far North and they will look after you”.*





# Personal Stories Kununurra

---

## Kim Phillip (Junior) – Kununurra

Kim is a young man with a passion and skill for carpentry. Over the past two years Kim has worked at Revive, a waste to wages social enterprise. Junior is employed in the workshop where he upcycles and refurbishes goods that are removed from landfill in an attempt to reduce waste and give reusable products a new and longer life.

With support from his support worker Junior repurposes old pieces of furniture, drums and plastics and turns them into new products which are sold in the Revive outlet shop. But you have to be quick if you want to purchase one of Juniors works; no sooner do they hit the shelves of the Revive outlet shop are they snapped up by buyers eager to have one of Junior's works in their home.

Recently Junior made a dog house out of an old piece of furniture and he also made a shelf out of an old guitar.









# Halls Creek Stories

---

## Cassias

Cassius is a young man who lives in Halls Creek. He enjoys going to rodeos and likes to help out with the horses where possible.

Cassius wanted to develop his interests and be involved in his community. He is pictured here making a stockman's belt.

Cassius was able to find a teacher in the Halls Creek community who has taught him how to fashion leather.

Cassius has made himself a belt, key ring, gifts for his family. This has also provided Cassius the opportunity for social engagement.







# Therapy Services Report

---

Since joining Far North Community Services as the Manager of Therapy Services in January 2021 I have been constantly blown away by the amazing goals the people we support achieve and their continuous skill development.

It has been a privilege to join an organisation that continues to experience growth and I am immensely proud of the work that our therapy team does. The team live and breathe our values delivering services in a truly person and family centred, culturally sensitive and respectful.

We have extremely strong relationships with the families we support that are built on trust and respect.

Therapy Services at Far North Community Services has experienced enormous growth over the past 12 months. I have been in the role of Therapy Services Manager since January 2021 and it has been a privilege to be involved in such an exciting time for Far North Therapy Services.

I am immensely proud of the work that our therapy team does. The team live and breathe our values. Our therapy services are truly person and family centred, culturally sensitive and respectful. We have extremely strong relationships with the families we support that are built on trust and respect. I am constantly blown away by the amazing goals the people we support achieve and their continuous skill development.

In addition to Occupational Therapy, Physiotherapy and Speech Pathology, our services have expanded to include Specialist Behavioural Support and Early Intervention Support.

This year we have grown from a team of four therapists to a team of 14 including, 12 Therapists, one Therapy Support Officer and one Administrative Support Officer.

Our Broome team quickly outgrew the office space on Herbert Street and in early 2021 moved into a newly renovated therapy facility adjacent to Far North's main administrative office in the Kimberley Regional Offices complex in Broome. This move supported greater connection and collaboration between therapy services and other program areas within Far North throughout our service regions and as a result we are seeing many positive outcomes for the people we support. Our Speech Pathologists now deliver regular scheduled dysphagia training workshops to support workers across the region

We now offer therapy services across the region and provide consistent and frequent outreach services to remote towns and very remote communities. We are working with many individuals in very remote locations who are now receiving therapy services for the first time in their life. We work with individuals who live in some of the most remote communities in Australia, including Kalumbaru, Kandiwal, Kupungarri, Wangkatijunka, Yiyili and Mulan.

The values of understanding, integrity, inclusion, respectfulness, responsiveness and consistency are embedded in our practice and form the foundations of strong relationships between Far North therapists, individuals, their families and communities. By implementing our values in our practice at all times we have formed strong relationships with these communities and we have been welcomed and embraced by community members.

The complex, vast and enduring nature of work within the disability sector requires a collaborative approach. This year the therapy team has had a large focus on building relationships and partnerships with other regional agencies and providers to strengthen the provision of our therapy services.



In addition to providing NDIS services across the region we have a strong collaborative working relationship with Juniper Aged Care in Kununurra, Fitzroy Crossing and Derby. Our therapists are now sub-contracted to Juniper to undertake specialist assessments, intervention and training programs at these sites where historically little to no therapy input has been available to residents and staff.

To access these very remote communities our therapy team are now travelling by four wheel drive vehicle and light aircraft.

Travelling by airplane is efficient and economical and doing so enables us to provide more frequent and consistent therapy input to some of the most remote places in the Kimberley throughout the year. We have partnered with a local private charter company who charter the majority of our regional flights.

We also collaborate with local Aboriginal health services and fly together with Doctors who are also travelling to these communities. Sharing costs enables us to build on strong relationships with local Aboriginal health services and other health professionals.

In 2021, we partnered with Marjarlin Kimberley Centre for Remote Health and hosted our first cohort of final year Occupational Therapy students.

We have now formed a partnership with Curtin University and will be hosting Occupational Therapy, Speech Pathology and Physiotherapy students on final year placements in Broome and Kununurra on an ongoing basis.

The benefits to hosting students is immense. We value the development of the allied health profession and supervising students supports our therapists to refine their clinical reasoning and further develop leadership skills. This program will hopefully also prove to be an effective recruitment strategy for Far North.

We continue to be the preferred therapy services provider and employer for many in the Kimberley region. The demand for services is high and we must now focus on a structured and considered allied health workforce strategy for the future. With such a large amount of growth over the last year, our focus is now on consolidating our practices and building a strong evidence based clinical service.

I continue to feel enthusiastic and optimistic about the future for the ongoing growth and development of our therapy services. I feel that we are doing some really ground breaking work and I look forward to what the future will hold.

---

**Katy Anderson**  
**Therapy Manager**



# Therapy Stories

---

## Kelvina

Kelvina is a young girl from the very remote community of Noonkanbah 140km South East of Fitzroy Crossing in the central Kimberley region of Western Australia. Kelvina and her family move often between Noonkanbah and Fitzroy Crossing and have historically had limited access to therapy resources and support due to their very remote location.

Kelvina has a complex diagnosis; she is diagnosed with cerebral palsy and also experiences vision and hearing impairment.

Kelvina has been seen by our therapy team for approximately 12-months. Over this time therapists have provided consistent and flexible therapy input travelling to the region by light aircraft every three weeks. Therapists try to see Kelvina wherever she is at the time and fit therapy in with her family's lifestyle.

If Kelvina happens to be in Noonkanbah our therapists are easily able to make a stop in Noonkanbah on their way through to Fitzroy Crossing. The therapists have built a great relationship with Kelvina's Mother, Hazel who often calls for advice and support and consistently engages in the therapy journey.

Our Occupational Therapist and Physiotherapist have prescribed a new specialised wheelchair for Kelvina which has a supportive and adjustable seating system, IV pole for her PEG feeds and easily folds for travelling. Kelvina has also been provided with an alternative seat called a 'gravity chair' which enables her to participate in family life to her fullest.



Kelvina is a growing girl and lifting and carrying her was putting a lot of strain on her parents. To reduce this strain and reduce the risk of carer injury a mobile hoist and specialised sling was provided.

Kelvina's Occupational Therapist has also fitted ramps to the home to ensure it is fully accessible to her.

Kelvina has begun using switch operated toys and has shown great progress with the development of her joint attention, cause and effect and communication. The Speech Pathologist has now determined a high tech communication device should be trialled and this is currently being organised.

Our Speech Pathologist, Occupational Therapist and Physiotherapist complete regular play based therapy sessions with Kelvina. During these sessions they focus on development of sitting posture, sit to stand and postural control, fine motor skills, sensory regulation and communication. Kelvina and her whole family enjoy these fun sessions.





Kelvina has not been to school for over two years. The therapy team have worked collaboratively with Kelvina's parents and the local school to transition Kelvina back to school.

They have worked with Kelvina's parents to assist the school to understand Kelvina's needs and prepare for her reengagement. Kelvin's Speech Pathologist also developed a 'communication passport' and an 'about me' booklet. Kelvina now has her own school uniform and will be starting school in term 4 this year for the first time in two years!

The trusting and respectful relationship between Kelvina's family and the Far North therapy team has been integral to the achievement of her goals this year.





# Therapy Stories

---

## Trey-Qwarn

Trey is a four year old boy who lives in Broome where he is supported by his carer,

Ronnie. Trey has limited verbal communication and has been receiving early intervention therapy services from Far North since September 2020. Therapists have delivered services consistently on a weekly basis in Trey's natural home environment as well as in the therapy clinic, and focussed on building rapport and developing strong relationships with both Trey and Ronnie. Therapy has been delivered using a trans-disciplinary approach following best practice early intervention guidelines.

Trey's carer, Ronnie has been present during each session and has actively participated in activities with Trey and the therapists. Through a coaching style interaction the therapists have also been able to support Ronnie to work on goals with Trey at home between visits. Trey is now being supported by Ronnie to use his hands to help out around the house and together they have been cooking, fixing things and playing with play dough.

Therapist have also supported Ronnie to enrol Trey in Kindy next year and are working on getting him ready for school with the introduction of pencils and scissors which Trey has been using to draw recognisable faces and snip paper.

Trey is also learning to have a go at new tasks, finishing tasks, packing up and sharing. To do this Ronnie models these skills to Trey during sessions and at home throughout the week.



Trey no longer objects and allows others to take turns. The Occupational Therapist has also worked with Trey on developing fine motor and pre-writing skills, increased attention and concentration as well as independence skills, including toileting and eating.

The Speech Pathologist has worked with Trey to assist with his development of expressive language skills including his ability to speak verbally and with non-verbal forms of communication (e.g. pointing, using visuals and gesture).

The Speech Pathologist has also worked to assist with his ability to follow a visual schedule, joint attention, develop his feeding and oral motor skills and respond to simple questions.

The Speech Pathologist has been using aided language stimulation boards (picture communication boards) to support verbal language development. Trey is now able to make request for things he wants in full sentences, for example, "I want a drink".



“

*As a result we are now working on Trey's functional goals to keep him working towards meeting gross motor developmental milestones for his age. Trey has been supported to learn different ways to play and can now make figurine toys 'come alive'*

Trey is now using greater verbal communication, labelling objects and expressing thoughts.

The Physiotherapist has assessed Trey's gross motor and play skills as part of joint sessions with the OT who raised concerns around Trey's sitting and postural control.

As a result we are now working on Trey's functional goals to keep him working towards meeting gross motor developmental milestones for his age.

Trey has been supported to learn different ways to play and can now make figurine toys 'come alive' and through this has increased his opportunity for language and social development.

The Physiotherapist has also supported Ronnie and Trey with fun core strengthening exercises and strategies to improve sitting and avoid W sitting. Trey has begun jumping from ledges and trying the mini trampoline.

He has made huge improvements with his single leg balance, practicing animal walks, kicking a ball and completing obstacle courses.

Trey is able to throw and catch a ball with his carer, Ronnie and continuously improves his ability to successfully throw to a target.

Trey has made great progress with his goals. He is increasing independence in daily living skills and progressing with fine and gross motor development well.

Trey is now able to request things he wants in full sentences and is beginning to express his thoughts.

Through a collaborative family centred approach to therapy, Trey is certainly on track to being ready for school next year!

# Therapy Stories

---

## Michelle



Michelle is a Walmajarri woman who lives with her extended family in the remote Aboriginal community of Wangkatjunka in the central Kimberley region 140km south east of Fitzroy Crossing. Michelle does not use words to communicate and requires assistance with most everyday tasks.

The Therapy team began seeing Michelle at the end of March 2021 and have consistently visited Wangkatjunka since. Prior to this Michelle did not have access to therapy input.

Michelle has been working with our Speech Pathologist and Occupational Therapist to develop her communication skills and independence in activities of daily living.

Therapy input was developed in consultation with Michelle, her family and community and is undertaken in a variety of natural settings including at home, in the community centre and on Country. Michelle engages in therapy activities that are purposeful and meaningful to her such as cooking and painting.

In a very short space of time Michelle achieved great things. With the support of her Speech Pathologist she has begun making requests by pointing to symbols for the first time. Michelle is becoming a more active member of her family and is increasing her independence in daily living activities in particular related to personal care. Michelle is in the midst of creating an 'about me' book with aims to help others understand Michelle's needs including how best to communicate with her.

Such great outcomes inevitably have had a positive impact on Michelle's self-worth and overall health and wellbeing. Michelle has only just begun her therapy journey and she has so much potential.

With consistent, considered and appropriate therapy input it is exciting to think about what Michelle will achieve!







# Support Coordination Report

---



It has been satisfying to see positive and sustainable changes in the lives of the people we support through the support coordination program. Our team has changed over the past year and whilst we were saddened to see some experienced support coordinators leave to pursue other opportunities we have welcomed new staff to our team.

For the past six months our team has steadily grown and come together with support coordinators in Kununurra, Derby, Halls Creek and Broome. We have two Specialist Support Coordinators providing multifaceted solutions for people with complex needs throughout the Kimberley.

One of these specialist support coordinators is based in Halls Creek allowing for greater outreach into the very remote communities surrounding Halls Creek, as well as Fitzroy Crossing and Wangkatjungka.

We are relied upon to find creative solutions to support people living in regional and very remote communities to access supports and services, where those services are typically thin on the ground.

The team's enthusiasm and creative, collaborative mind-set was noted in the NDIS Quality and Assurance Audit where Raymond Kapkea, our Specialist Support Coordinator in Halls Creek received specific recognition for the work he does in remote communities. Our focus in the next 18 months will be on streamlining our documentation processes and capturing the details of the great work we do.

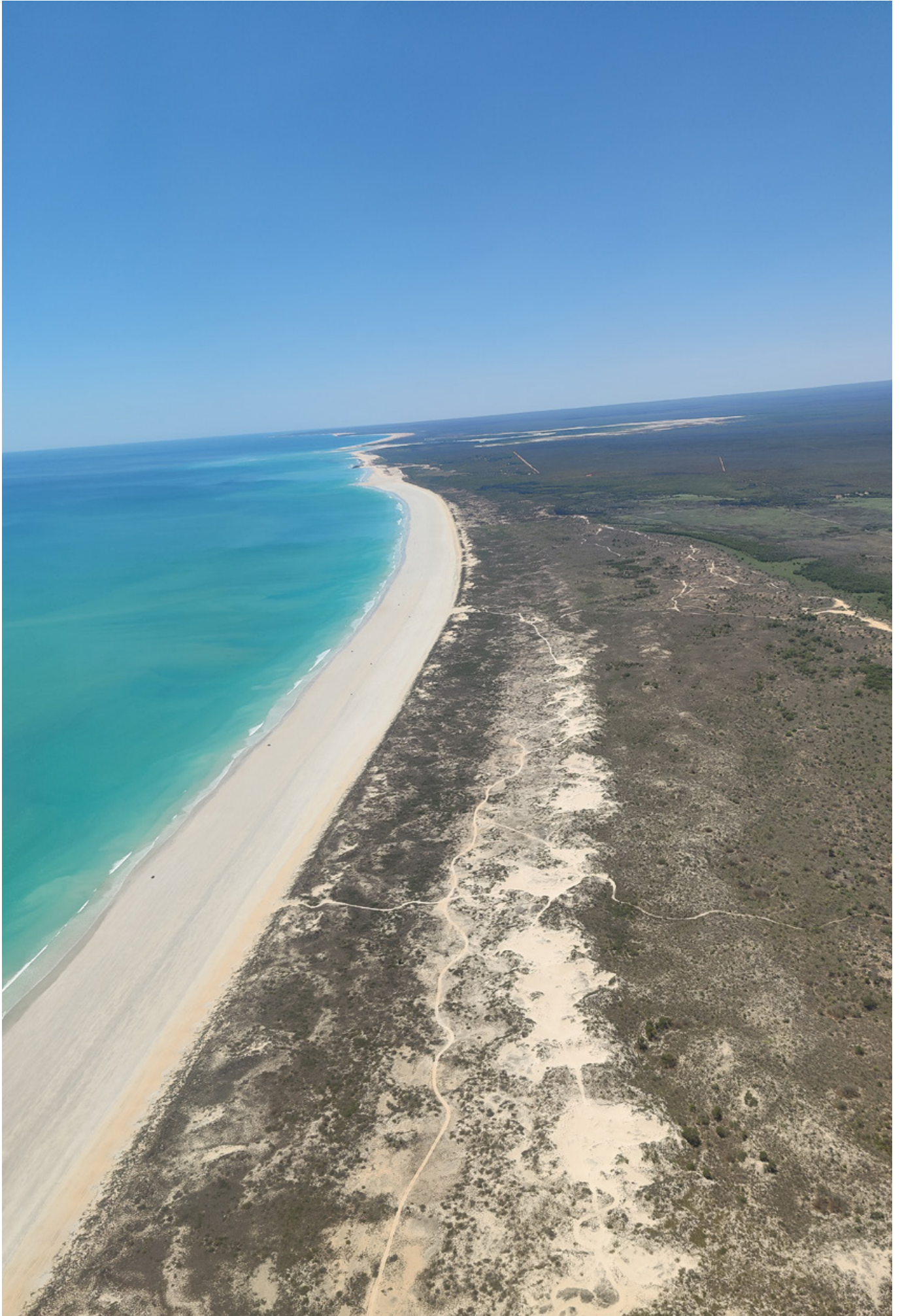
In response to the complexities of and changes within the NDIS our programs and reporting tasks are constantly being improved and refined. For example, our newly marketed and designed easy read service agreements and welcome packs. This ensures that participants are able to make informed choices giving them control over their own lives and planned outcomes.

As the uptake of the NDIS increases across the Kimberley we look forward to providing linkages for individuals to access services and supports to live a fulfilling and satisfying life.

---

**Denise Lyons**  
**Support Coordination Manager**





# Support Coordination Story

---



## Deena

Deena is a young woman, warm and intelligent who enjoys connecting with others. Deena usually lives with friends or loved ones and says she loves being around her family, especially her mum and dad and also her friends.

“I enjoy being social and active at work. I like swimming in the pool and fishing, watching movies and keeping in contact with my friends,” she said.

Deena has an assistance dog, whose name is Bailey and she lights up when she speaks of him. Deena works in a pharmacy in Broome. She says she gets a lot out of working as it helps her remain connected to the community by serving others.

After Deena’s parents relocated to Queensland in September, Deena made the decision to move to Perth at the end of the year to be closer to loved ones and experience living in a city.

“My support coordinators have helped me to plan my future and I have really enjoyed sorting out all of the arrangement to move to Perth, making decisions and planning my future.

Deena has positively worked towards her goals of being able to confidently access and participate in the community and find independence in Perth. She has already linked into job finding services in Perth to support a smooth transition.

We wish you well Deena!







# Plan Management

---

Plan management has experienced significant growth from previous years with 110% increase in demand from FY19/20. The uptake of plan management throughout the Kimberley, with more people choosing to be plan managed by Far North and other registered providers, has meant a significant increase in the areas of billing and accounts receivable.

---

**Peter Martin**  
Plan Manager









# Far North Community Services Training Report

---

The transition to being regulated by the National Quality & Safeguard Commission has resulted in an increased focus on training for our staff in the last 12 months.

The re-certification process to maintain registration as a registered provider for NDIS services requires providers to continuously develop their workforce skills and capabilities.

This is an important safeguard for people who use our services.

In relation to workforce skills, the Quality & Safeguarding framework includes the following components:

- Developmental: Building a skilled and safe workforce – with the attitudes and skills that meet the needs of participants.
- Preventative: Screening workers – to help ensure that they keep people with disability safe and ensuring workers have the skills for specific roles through provider quality assurance and registration.
- Corrective: Monitoring worker conduct through screening, serious incident reports, complaints and breaches of the Code of Conduct

As part of Far North's rigorous recruitment process all workers are required to complete a number of mandatory online training units prior to delivering direct care supports:



1. NDIS – New Worker Orientation Modul
2. Zero Tolerance – Preventing Abuse and Neglect
3. COVID-19 Infection Control procedures
4. Your Mob – Cultural Awareness Foundations

A continuous improvement activity that has been implemented this year is the introduction of 20 on line induction training modules for staff. Topics range from WHS to Person Centred Care which incorporate organisational policies and procedures. People we support can be confident that Far North is committed to comprehensive induction and ongoing training for staff to ensure quality services.

This is also an important way to demonstrate we value our staff and that they can be confident they will have opportunities for ongoing learning.



At Far North we are well progressed towards achieving our goal of having staff trained in the delivery of high intensity supports. This means that more people with disability and their families can remain living in the region and receive professional and safe services.

Staff in Broome have been fortunate to access training at the purpose build NDIS training facility at North Regional TAFE where they undertake courses in Complex Care, Individual Support, Medication Administration and Manual Handling.

We have also utilised State funded training places to enrol employees in Certificate III Individual Support and Certificate IV Disability Support Certificates. This training is offered by registered RTO Activ Pathways.

In the coming year we will be developing individual staff training plans as a safeguard to ensure our staff receive training relevant to their role and support needs of participants. Examples of training provided to our staff:

- Positive Behaviour Supports
- Dysphagia – Mealtime Management
- Autism Awareness
- Medication Administration
- First Aid
- Aboriginal Mental Health First Aid
- Team Teach
- Epilepsy Awareness
- Diabetes Management

In previous years we have had two staff complete the Positive Behaviour Support Practitioner training and go on to become Registered Practitioners. Tino Encabo has been accepted and is participating in Round 4 to support his development as a Practitioner. This will provide us with greater access to Positive Behaviour Support Practitioners who will be able to develop Positive Behaviour Support Plans for individuals.



# Far North Community Services Training Report

---

We were delighted to be invited to participate in a State funded pilot project through the Department of Communities and the WA National Disability Service - 'Disability Skills Passport'. The purpose of the Disability Skills Passport is to:

- Reduce the duplication of training in that training records of staff are linked to the passport and have been verified as meeting minimum performance criteria
- Hasten deployment of staff to people requiring support where evidence of training being completed is documented in the passport
- Facilitate support workers' movement within the disability sector – the passport belongs to the worker and their training records are attached
- Increase the recognition of skills in the workforce including the minimum skills and knowledge required
- Assist with the retention of the workforce through advancing the workers professional development.

Over 50 percent of Far North support staff joined the pilot and have been issued with their passport. Whilst the project was a pilot and has now ceased, the skills passport and access to the portal is guaranteed for another three years. The Commonwealth are reviewing the pilot project and Far North would fully support the continuation of the passport for staff.







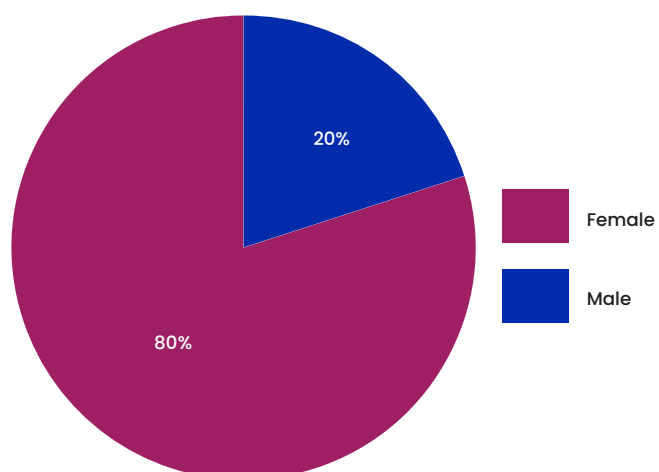




# Human Resources Report

## Staff Demographics

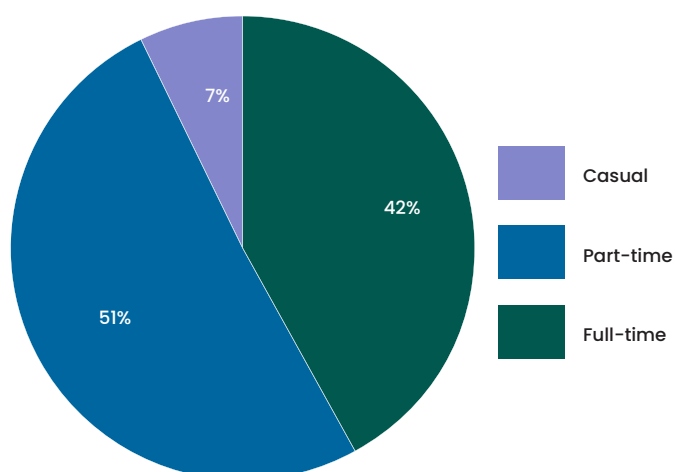
### Management Team



## Workforce Demographics

This financial year Far North employed 229 people.

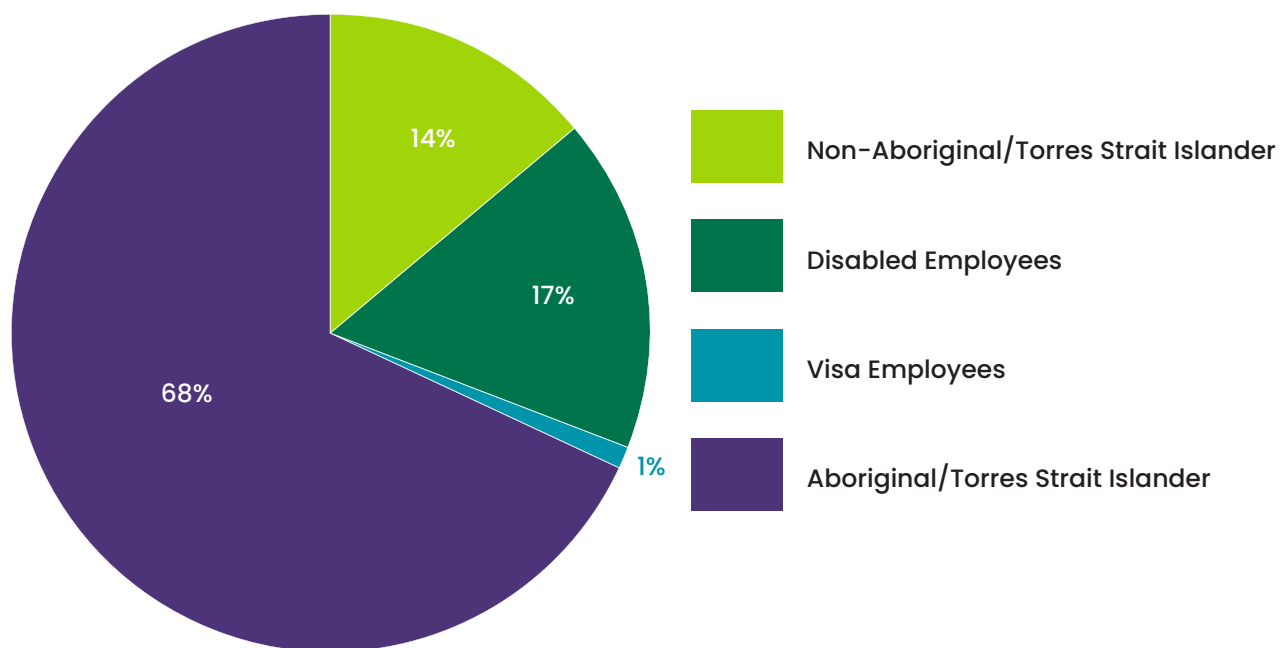
### Workforce Demographics





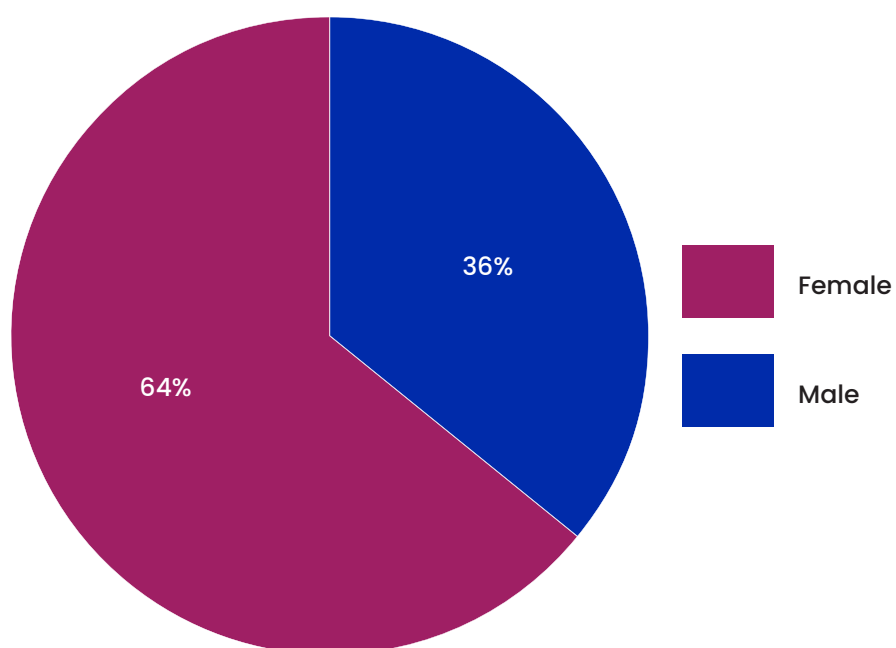
## Ethnicity

---



## Gender

---



# WA Disability Support Awards

---

The WA Disability Support Awards recognises the amazing contributions that people working in the disability sector make to empower and support people with disability. The Awards recognise and reward people go beyond the ordinary standards of service and provide the highest standard of individualized support to people with disability.

For the third year running Far North and people we support have proudly nominated staff to be recognised for the outstanding work they have done in the categories of excellence in regional support. In 2019, Cyril Yeeda was announced as a joint winner and in 2020 Kevin Smith won the category.

In 2021 Katy Anderson, Therapy Manager, was one of three finalist in the Emerging Leader category at the 2021 Disability Support Awards. Katy was recognized for her vision, skill and leadership demonstrated throughout the establishment of individually lead, collaborative and adaptive therapy programs to people living in the very remote and isolated community of Wangkatjungka in the Western Kimberley.

Wangkatjungka is situated 100km south-east of Fitzroy Crossing on the floodplains of the Fitzroy River.

About 180 people from the Walmajarri and Gooniyandi language groups live in Wangkatjungka.

Despite therapy services being available to people living in remote Aboriginal communities under the NDIS since 2018, no regular or meaningful therapy had been delivered to people living in Wangkatjungka.



To overcome the challenge of accessing Wangkatjungka to deliver consistent and regular therapy Katy mapped out an annual remote travel schedule for the team and introduced alternative travel arrangements which saw therapists undertaking regular 3-weekly visits to Wangkatjungka.

To address the cultural appropriateness of an all-female therapy team delivering services to male individuals, Katy identified the presence of the male pilot who had flown the team from Broome to Wangkatjungka.

Through training and capacity building Katy mentored the male pilot to be a qualified therapy support officer thus utilising his time in the region which had previously been spent at the airport waiting for the therapist to finish service visits. Katy trained the male pilot to recognise therapeutic strategies identified by therapists and these were then delivered to the group of male individuals.

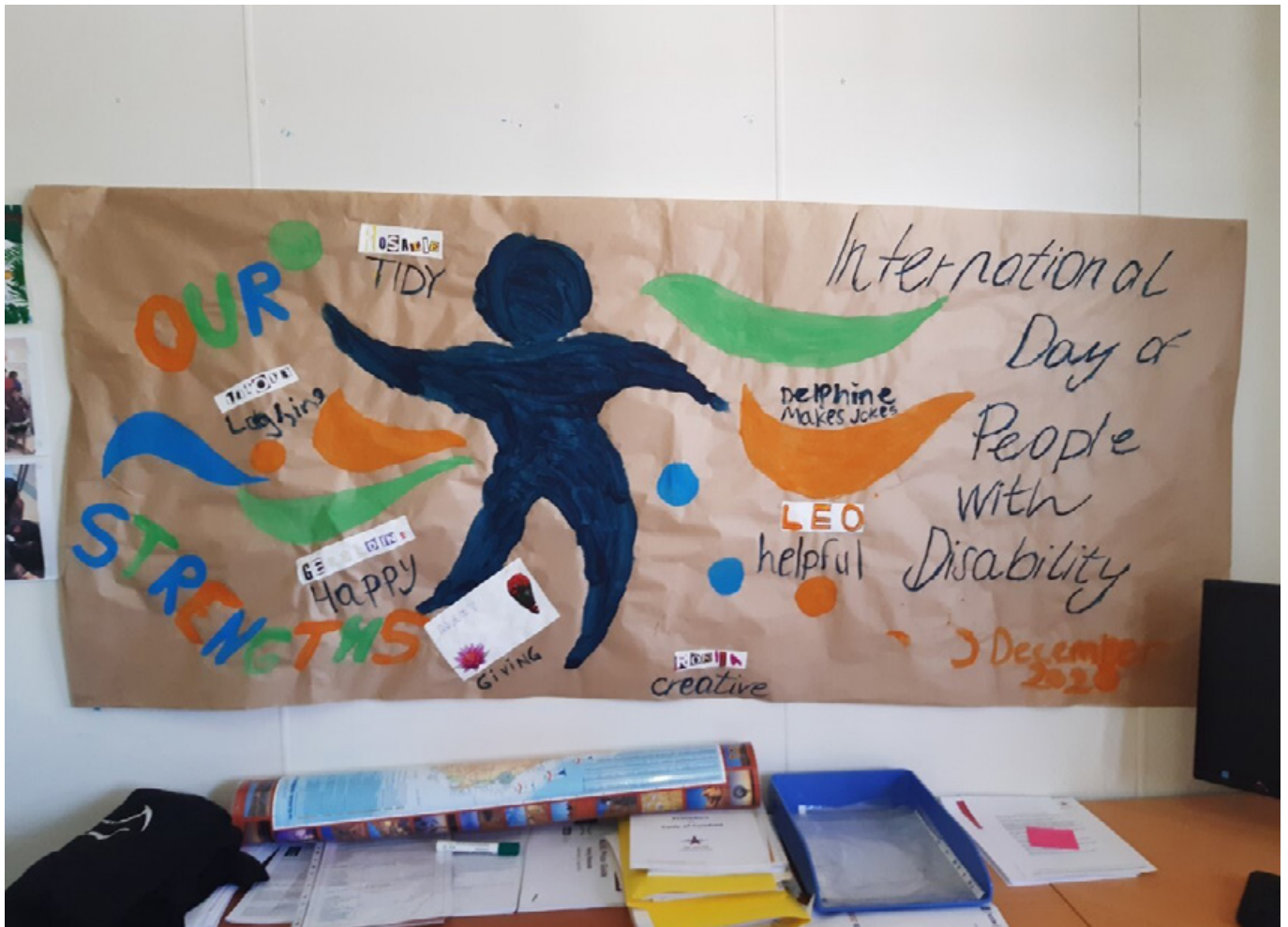




“ *To overcome the challenge of accessing Wangkatjungka to deliver consistent and regular therapy Katy mapped out an annual remote travel schedule for the team and introduced alternative travel arrangements which saw therapists undertaking regular 3-weekly visits to Wangkatjungka.* ”

# International Day of People with a Disability (IDPwD)

---



IDPwD is a United Nations observed day aimed at increasing public awareness, understanding and acceptance of people with disability.

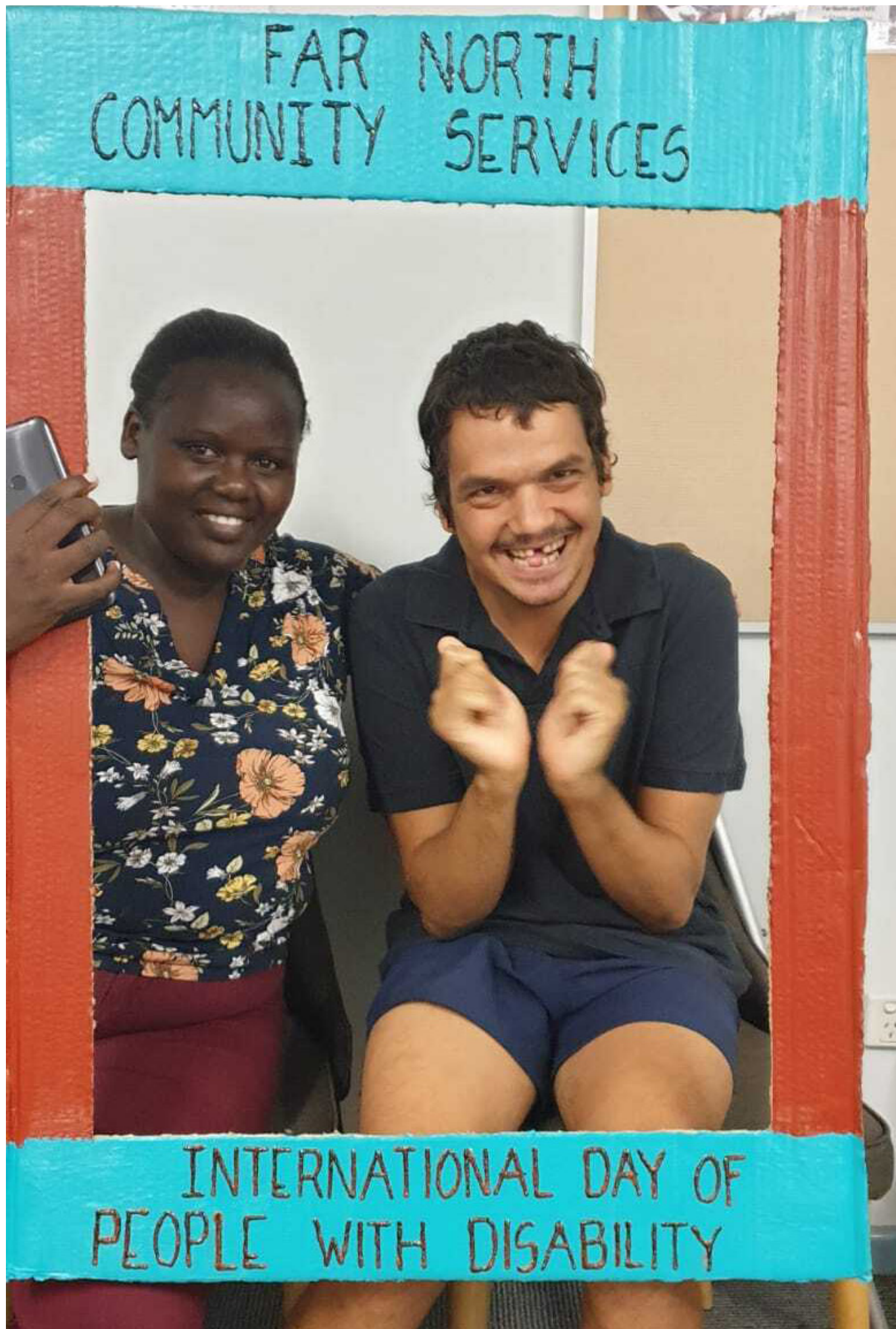
IDPwD is celebrated on the 3 December and is a day that symbolises the actions we can all take every day, in order to create diverse and accepting communities.

Far North celebrated IDPwD in Broome, Derby and Fitzroy Crossing. In Broome, Far North partnered with the Shire of Broome to host an event at Town Beach.

Unfortunately due to server weather warnings on the day the event was postponed and occurred at a later time in the foyer of the Kimberley Regional Offices. It was a great day with many service providers attending to provide people with information about their services.

Derby celebrated IDPwD with a BBQ and karaoke event and Fitzroy Crossing had a morning tea. The people we support in Fitzroy Crossing painted a poster designed in the official colours of IDPwD and this was hung up to celebrate IDPwD.





# Marketing and Communications

---

Our marketing and communication is reflective of Far North's unique geographical location and the sensitivities of disability support.

In the past year followers on Facebook and Instagram have increased over 100% across both platforms, up from 214 to 470 followers on Facebook and from 110 to 249 on Instagram.

Annual reach on Facebook has increased by 259.2% or 33,531 users and on Instagram we have experienced increases of 14.8K or 2,984 users. We will continue to focus our efforts on this steady and consistent growth. This will be supported by activities such as commenting positively on other community organisations' posts which will increase the awareness of Far North amongst users who will be more inclined to follow and like Far North as a result.

Far North now has monthly radio shows on Goolarri Radio in Broome, 6DBY in Derby and Wangki Radio in Fitzroy Crossing. We are pleased to report that our monthly segment on Radio Goolarri is nationally broadcast on Indigenous Radio throughout Australia. Community radio, particularly in remote and very remote Aboriginal communities, is a popular and reliable channel of communication for people and these programs have been used to provide information to community members about Far North supports and services.

We are currently progressing a monthly radio show on community radio in Kununurra and Halls Creek.

This year stories about Far North and the people we support have been featured by the ABC, NDIS Media and the Broome

Advertiser. While this work is very time consuming, public relations and the placement of positive stories about Far North in mainstream media provides value and supports the awareness and reputation of the organisations both within the region, at a state and interstate level.

There are challenges in communicating with people, particularly in remote locations such as Fitzroy Crossing and Halls Creek, where internet connection is intermittent, email is used sparingly or not at all and mobile contacts for people consistently change. In these remote locations, and to a lesser extent in more diverse and populated areas such as Broome, face to face communication, flyers displayed on notice boards and directly delivered by hand to people is still the primary form of communication.

Further compounding these communication challenges is the newness of the NDIS and that a knowledge and understanding of the concept of disability supports and services is still developing throughout the Kimberley. Funding allocated to Aboriginal Control Health Organisations and the current existence of Indigenous Community Connectors educating people in community about the NDIS has been considered in the development of messaging for Far North. We are yet to decide if the inclusion of education about the NDIS in our messaging could benefit Far North or if it is doubling up of existing services offering minimal value for our efforts.

The diversity of people throughout the Kimberley has also been a challenge in the development of design and messaging. The people who use our services come from diverse backgrounds, particularly in Broome, and the identification of needs and channels of communication for each of these segments is a constant process.

While needs may vary across these segments it is becoming more apparent that at their respective core is the desire to live a good life; their best life. Communications based on this need and how services and



supports can assist a person in their journey has commenced based on a consideration of the various communications channels, cultural backgrounds and locations of people.

Understandably, the promotion of people with disabilities in the mainstream media amongst individuals, families and guardians is a sensitive issue given the historical and current treatment and stereotyping of people with disabilities and a person's right to privacy. This creates challenges for public relations, particularly when it involves stories about people's lives. We are hopeful that we can continue to raise awareness of people with disabilities, their strengths and abilities and tell their story in a respectful way. In the forward coming year we will apply for funding grants to support initiatives that involve people with disabilities to raise awareness of their profile and support their inclusion in the community.

---

**Cathie Martin**  
**Marketing and Communications**  
**Manager**



# Audited Financial Statements

## Directors' Report

### Far North Community Services Ltd For the year ended 30 June 2021

The Directors of Far North Community Services Ltd present their report together with the financial statements for the financial year ended 30 June 2021 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

Mark is an engineer and business analysis practitioner who is skilled at designing data models as well as managing and embedding operational process within organisations. As the founder of Luca Analytica where as an analytics team solves important business problems through insights from data and processes. Mark has delivered tangible outcomes at Tier 1 companies and many Health Services. Mark was previously a Director at PwC with a focus on Data and Business Transformation. Mark has professional and personal experience dealing with disability and has a sincere commitment to making a positive impact in the industry.

##### 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 at Durham Road School the largest education support school in Western Australia .

##### Hayley Haas

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

##### 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



# Audited Financial Statements

---

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:

<b>Name</b>	<b>Number Eligible to Attend</b>	<b>Number Attended</b>
Chris Maher	9	8
Justin Mortley	9	8
Hayley Haas	9	4
Mark Luca	9	8
Jennifer Payne	9	9

## **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.

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 \$1,893,685 (2020: \$2,025,897).

# Audited Financial Statements

---

## 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 2021 the total amount that members of the Company are liable to contribute if the Company wound up is \$50 (2020: \$50).



# Audited Financial Statements

---

## 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 29th day of October 2021.



Christopher Maher (Chairperson)



Justin Mortley (Secretary)

# Audited Financial Statements

---

## Directors' Declaration

### Far North Community Services Ltd For the year ended 30 June 2021

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 2021 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 29th day of October 2021.

Chairperson: Christopher Maher



Secretary: Justin Mortley



# Audited Financial Statements

## Comprehensive Income

### Far North Community Services Ltd For the year ended 30 June 2021

	NOTES	2021	2020
<b>Operating Income</b>			
Revenue	2	15,112,174	11,918,368
Other Income	3	953,459	805,375
<b>Total Operating Income</b>		<b>16,065,633</b>	<b>12,723,743</b>
<b>Operating Expenses</b>			
Employee Benefits Expense	4	9,299,230	7,092,568
Depreciation Expense	9	703,008	458,628
Amortisation Expense	10	14,400	13,000
Interest on Chattel Mortgages		4,404	-
Interest on Leases		61,810	47,793
Labour Hire		956,794	1,307,688
NDIA Support Services		747,167	508,804
Motor Vehicle Expenses		180,020	155,093
Rent & Utilities		417,074	250,764
Travel & Accommodation		124,836	115,023
Other Operating Expenses		1,663,206	748,484
<b>Total Operating Expenses</b>		<b>14,171,949</b>	<b>10,697,846</b>
<b>Operating Surplus/(Deficit) for the Period</b>		<b>1,893,685</b>	<b>2,025,897</b>
<b>Net Surplus before Income Tax</b>		<b>1,893,685</b>	<b>2,025,897</b>
<b>Income Tax Expense</b>		<b>-</b>	<b>-</b>
<b>Net Surplus after Income Tax</b>		<b>1,893,685</b>	<b>2,025,897</b>
<b>Other Comprehensive Income for the Period</b>		<b>-</b>	<b>-</b>
<b>Total Comprehensive Income for the Period</b>		<b>1,893,685</b>	<b>2,025,897</b>

# Audited Financial Statements

## Statement of Financial Position

Far North Community Services Ltd

As at 30 June 2021

	NOTES	30 JUN 2021	30 JUN 2020
<b>Assets</b>			
<b>Current Assets</b>			
Cash & Cash Equivalents	5	4,343,666	4,070,020
Trade & Other Receivables	6	1,716,134	1,617,504
Other Current Assets	7	706,100	653,892
<b>Total Current Assets</b>		<b>6,765,901</b>	<b>6,341,416</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	9	3,874,807	1,592,089
Intangible Assets	10	38,720	36,000
<b>Total Non-Current Assets</b>		<b>3,913,527</b>	<b>1,628,089</b>
<b>Total Assets</b>		<b>10,679,428</b>	<b>7,969,505</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Borrowings	11	8,471	6,819
Trade & Other Payables	12	2,224,968	1,170,703
Other Current Liabilities	13	893,012	1,291,869
Provisions	14	659,869	499,071
<b>Total Current Liabilities</b>		<b>3,786,320</b>	<b>2,968,461</b>
<b>Non-Current Liabilities</b>			
Provisions	14	221,918	171,144
Other Non-Current Liabilities	13	941,015	993,410
<b>Total Non-Current Liabilities</b>		<b>1,162,934</b>	<b>1,164,554</b>
<b>Total Liabilities</b>		<b>4,949,253</b>	<b>4,133,015</b>
<b>Net Assets</b>		<b>5,730,175</b>	<b>3,836,490</b>
<b>Equity</b>			
Retained Earnings		5,725,175	3,831,490
Reserves	15	5,000	5,000
<b>Total Equity</b>		<b>5,730,175</b>	<b>3,836,490</b>



# Audited Financial Statements

## Statement of Changes in Equity

Far North Community Services Ltd  
For the year ended 30 June 2021

	NOTES	2021	2020
<b>Equity</b>			
<b>Retained Earnings</b>			
Opening Balance		3,831,490	1,805,593
Total Comprehensive Income		1,893,685	2,025,897
<b>Total Retained Earnings</b>		<b>5,725,175</b>	<b>3,831,490</b>
<b>Reserves</b>			
Opening Balance		5,000	5,000
<b>Total Reserves</b>		<b>5,000</b>	<b>5,000</b>
<b>Total Equity</b>		<b>5,730,175</b>	<b>3,836,490</b>

# Audited Financial Statements

## Statement of Cash Flows

### Far North Community Services Ltd For the year ended 30 June 2021

	2021	2020
<b>Operating Activities</b>		
Receipts from grants	379,718	617,201
Receipts from customers	13,774,758	10,200,331
Receipts from donations	-	366
Receipts from fundraising	-	870
Cash receipts from other operating activities	956,401	759,919
Interest received	21	131
Interest Expense	-	47,563
Grants repaid	-	(356,451)
Payments to clients, suppliers and employees	(12,777,158)	(9,756,323)
<b>Net Cash Flows from Operating Activities</b>	<b>2,333,739</b>	<b>1,513,607</b>
<b>Investing Activities</b>		
Proceeds from sale of property, plant and equipment	65,500	-
Payment for property, plant and equipment	(1,454,525)	(7,675)
Other cash items from investing activities	(18,266)	(42,000)
<b>Net Cash Flows from Investing Activities</b>	<b>(1,407,291)</b>	<b>(49,675)</b>
<b>Financing Activities</b>		
Lease Interest Paid	(61,810)	(47,793)
Chattel Mortgage Interest Paid	(4,404)	-
Lease Payments	(574,843)	(393,211)
Chattel Mortgage Payments	(13,397)	-
<b>Net Cash Flows from Financing Activities</b>	<b>(654,454)</b>	<b>(441,004)</b>
<b>Other Activities</b>		
Loss on Sale of Assets	-	-
Gain on Sale of Assets	-	-
<b>Net Cash Flows from Other Activities</b>	<b>-</b>	<b>-</b>
<b>Net Cash Flows</b>	<b>271,994</b>	<b>1,022,929</b>
<b>Cash and Cash Equivalents</b>		
Cash and cash equivalents at beginning of period	4,063,201	3,040,273
Net change in cash for period	271,994	1,022,929
Cash and cash equivalents at end of period	4,335,196	4,063,201



# Audited Financial Statements

---

## Notes to the Financial Statements

### Far North Community Services Ltd

### For the year ended 30 June 2021

#### 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 2020.

AASB 2020-4 Amendments to Australian Accounting Standards – COVID-19 Related Rent Concessions

IFRS 17 Insurance Contracts

Amendments to IAS 1 – Classification of Liabilities as Current or Non-current

Amendments to IAS 16 – Property, Plant and Equipment—Proceeds before Intended Use

##### **AASB 2020-4 Amendments to Australian Accounting Standards – COVID-19 Related Rent Concessions**

Far North received rental concessions during 2020 and choose to apply the practical expedient by reflecting the benefit through the income statement rather than having to recalculate the lease liability and right of use assets.

# Audited Financial Statements

---

## **IFRS 17 Insurance Contracts**

IFRS 17 establishes the principles for the recognition, measurement, presentation and disclosure of insurance contracts and supersedes IFRS 4 Insurance Contracts

## **Amendments to IAS 1 – Classification of Liabilities as Current or Non-current**

The presentation of the classification of liabilities as current or non-current is based on rights that are in existence at the end of the reporting period, the classification is unaffected by expectations about whether Far North will exercise its right to defer settlement of a liability. Rights are in existence if covenants are complied with at the end of the reporting period, and settlement refers to the transfer to the counterparty of cash, equity instruments, other assets or services. These amendments are applied retrospectively for annual periods beginning on or after 1 January 2023, with early application permitted.

## **Amendments to IAS 16 – Property, Plant and Equipment—Proceeds before Intended Use**

The amendments prohibit deducting from the cost of an item of property, plant and equipment any proceeds from selling items produced before that asset is available for use. The amendments are effective for annual periods beginning on or after 1 January 2022, with early application permitted.

## **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**

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



# Audited Financial Statements

---

## 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.

---

These notes should be read in conjunction with the attached compilation report.

# Audited Financial Statements

---

## **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**

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**



# Audited Financial Statements

---

## (c) Leases

### For current year

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.

# Audited Financial Statements

---

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**

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.

## **(d) Operating Expenses**

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



# Audited Financial Statements

---

## **(e) 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.

## **(f) 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.

## **(g) 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.

## **(h) 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.

## **(i) 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.

# Audited Financial Statements

---

## **(j) 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.

## **(k) 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.

## **(l) 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.

## **(m) 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.

## **(n) 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



# Audited Financial Statements

---

(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.

## **(o) 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.

## **(p) 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.

## **(q) 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.

## **(r) Comparative figures**

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

# Audited Financial Statements

---

## 1.4 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 1.3(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.



# Audited Financial Statements

## 2. Revenue

### Operating Revenue

Government Grants	593,573	1,218,268
Fees for Service	14,518,601	10,698,950
Gifts & Donations	-	366
Fundraising	-	783
<b>Total Operating Revenue</b>	<b>15,112,174</b>	<b>11,918,368</b>
<b>Total Revenue</b>	<b>15,112,174</b>	<b>11,918,368</b>
	<b>2021</b>	<b>2020</b>

## 3. Other Income

Interest Income	21	131
Sundry Income	67,922	58,674
COVID Subsidies	885,516	746,570
<b>Total Other Income</b>	<b>953,459</b>	<b>805,375</b>
	<b>2021</b>	<b>2020</b>

## 4. Employee Benefits Expense

Wages, Salaries & Allowances	8,170,069	6,074,066
Superannuation	697,378	517,472
Workers Compensation Insurance	220,210	215,048
Employee Benefit Provisions Expense	211,572	285,983
<b>Total Employee Benefits Expense</b>	<b>9,299,230</b>	<b>7,092,568</b>
	<b>2021</b>	<b>2020</b>

## 5. Cash and Cash Equivalents

Cash at Bank	4,320,173	4,046,547
Cash on Hand	2,625	2,625
Short Term Deposits	20,869	20,848
<b>Total Cash and Cash Equivalents</b>	<b>4,343,666</b>	<b>4,070,020</b>
	<b>2021</b>	<b>2020</b>

## Reconciliation of Cash as Shown in the Statement of Cash Flows

Cash and Cash Equivalents	4,343,666	4,070,020
Credit Card Liabilities	(8,471)	(6,819)
<b>Total Reconciliation of Cash as Shown in the Statement of Cash Flows</b>	<b>4,335,196</b>	<b>4,063,201</b>

These notes should be read in conjunction with the attached compilation report.

# Audited Financial Statements

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

Net Surplus for the Period	1,893,685	2,025,897
Depreciation and Amortisation Expense	717,408	471,628
Property, Plant & Equipment Donated in Kind	-	-
Increase in Trade & Other Receivables	(97,484)	(1,052,397)
Increase in Other Assets	(626,808)	(2,257,414)
Increase in Trade & Other Payables	1,054,265	383,185
Increase in Other Liabilities	(818,899)	1,656,725
Increase in Provisions	211,572	285,983
<b>Total Reconciliation of Net Surplus to Net Cash Flows from Operating Activities</b>	<b>2,333,739</b>	<b>1,513,607</b>

## 6. Trade and Other Receivables

Trade Debtors	1,537,339	1,485,947
Less: Provision for Doubtful Debts	(25,000)	-
GST Receivable	141,922	90,987
Other Debtors	60,727	40,570
Borrowing Costs	1,146	-
<b>Total Trade and Other Receivables</b>	<b>1,716,134</b>	<b>1,617,504</b>

## 7. Other Assets

<b>Current</b>		
Prepaid Expenses	390,005	265,031
Accrued Income	279,098	362,725
Other Current Assets	22,800	17,089
Other Financial Assets	14,198	9,048
<b>Total Current</b>	<b>706,100</b>	<b>653,892</b>
<b>Total Other Assets</b>	<b>706,100</b>	<b>653,892</b>

## 8. Financial Assets and Liabilities

<b>Financial Assets</b>		
Cash & Cash Equivalents	4,343,666	4,070,020
Trade & Other Receivables	1,714,988	1,617,504
Other Assets	293,295	371,772
<b>Total Financial Assets</b>	<b>6,351,950</b>	<b>6,059,296</b>
<b>Financial Liabilities</b>		
Current Loans & Borrowings	(670)	6,819
Trade & Other Payables	2,224,968	1,170,703
Other Liabilities	615,463	1,291,869
<b>Total Financial Liabilities</b>	<b>2,839,761</b>	<b>2,469,390</b>



# Audited Financial Statements

## 9. Property, Plant & Equipment

### Freehold Land & Buildings

Freehold Land and Buildings	1,965,168	-
Less: Accumulated Depreciation on Freehold Land and Buildings	(238)	-
<b>Total Freehold Land &amp; Buildings</b>	<b>1,964,931</b>	<b>-</b>

### Plant & Equipment

Plant & Equipment	99,346	94,146
Less: Accumulated Depreciation on Plant & Equipment	(89,699)	(86,279)
<b>Total Plant &amp; Equipment</b>	<b>9,647</b>	<b>7,868</b>

### Motor Vehicles

Motor Vehicles	856,930	507,137
Less: Accumulated Depreciation on Motor Vehicles	(447,404)	(387,960)
<b>Total Motor Vehicles</b>	<b>409,527</b>	<b>119,177</b>

### Buildings & Leasehold Improvements

Buildings & Leasehold Improvements	190,111	98,000
Less: Accumulated Depreciation on Buildings & Leasehold Improvements	(102,569)	(87,917)
<b>Total Buildings &amp; Leasehold Improvements</b>	<b>87,542</b>	<b>10,083</b>

### ROU Assets

Right-of-use Assets	2,410,469	1,837,016
Less Accumulated Depreciation of Right-of-use Assets	(1,007,309)	(382,055)
<b>Total ROU Assets</b>	<b>1,403,160</b>	<b>1,454,961</b>

<b>Total Property, Plant &amp; Equipment</b>	<b>3,874,807</b>	<b>1,592,089</b>
--	------------------	------------------

## Reconciliation of Property, Plant & Equipment

### Property, Plant & Equipment

Opening Balance	1,592,089	206,026
-----------------	-----------	---------

### Additions

Assets Donated in Kind	-	-
Assets Purchased During the Year	2,412,273	7,675
Initial Application of AASB16	573,453	1,837,016
<b>Total Additions</b>	<b>2,985,726</b>	<b>1,844,691</b>

Disposals	-	-
-----------	---	---

<b>Total Property, Plant &amp; Equipment</b>	<b>4,577,815</b>	<b>2,050,717</b>
--	------------------	------------------

Depreciation Expense	(703,008)	(458,628)
----------------------	-----------	-----------

<b>Total Reconciliation of Property, Plant &amp; Equipment</b>	<b>3,874,807</b>	<b>1,592,089</b>
--	------------------	------------------

# Audited Financial Statements

## 10. Intangibles

Intangibles	98,120	81,000
Less: Accumulated Amortisation on Intangibles	(59,400)	(45,000)
<b>Total Intangibles</b>	<b>38,720</b>	<b>36,000</b>

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.

	2021	2020
<b>Reconciliation of Intangibles</b>		
Opening Balance	36,000	7,000
Additions	17,120	42,000
Disposals	-	-
Amortisation Expense	(14,400)	(13,000)
<b>Total Reconciliation of Intangibles</b>	<b>38,720</b>	<b>36,000</b>
	2021	2020

## 11. Borrowings

<b>Current</b>		
Credit Card Liabilities	8,471	6,819
<b>Total Current</b>	<b>8,471</b>	<b>6,819</b>
<b>Total Borrowings</b>	<b>8,471</b>	<b>6,819</b>
	2021	2020

## 12. Trade & Other Payables

Trade Payables	1,998,346	1,047,046
Other Creditors & Accruals	226,622	123,657
<b>Total Trade &amp; Other Payables</b>	<b>2,224,968</b>	<b>1,170,703</b>
	2021	2020

## 13. Other Liabilities

<b>Current</b>		
Contract Liabilities	-	793,215
Lease Liabilities	615,463	498,654
Chattel Mortgages	277,550	-
<b>Total Current</b>	<b>893,012</b>	<b>1,291,869</b>
<b>Non-Current</b>		
Client Funds Held	1,459	466
Non-Current Lease Liabilities	939,556	992,944
<b>Total Non-Current</b>	<b>941,015</b>	<b>993,410</b>
<b>Total Other Liabilities</b>	<b>1,834,028</b>	<b>2,285,279</b>



# Audited Financial Statements

## 14. Provisions

<b>Current</b>		
Annual Leave	534,322	400,327
Personal Leave	125,547	98,744
<b>Total Current</b>	<b>659,869</b>	<b>499,071</b>
<b>Non-Current</b>		
Long Service Leave	221,918	171,144
<b>Total Non-Current</b>	<b>221,918</b>	<b>171,144</b>
<b>Total Provisions</b>	<b>881,787</b>	<b>670,215</b>
	<b>2021</b>	<b>2020</b>

## 15. Reserves

<b>Special Purpose Reserve</b>		
Special Purpose Reserve - LWB Gifting	5,000	5,000
<b>Total Special Purpose Reserve</b>	<b>5,000</b>	<b>5,000</b>
<b>Total Reserves</b>	<b>5,000</b>	<b>5,000</b>

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

	<b>2021</b>	<b>2020</b>
--	-------------	-------------

## 16. Auditor Remuneration

Audit and review of financial statements	17,000	18,900
Other fees and charges	-	1,309
<b>Total Auditor Remuneration</b>	<b>17,000</b>	<b>20,209</b>

## 17. ROU Assets

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

	<b>2021</b>	<b>2020</b>
--	-------------	-------------

### ROU Assets

Right-of-use Assets	2,410,469	1,837,016
Less Accumulated Depreciation of Right-of-use Assets	(1,007,309)	(382,055)
<b>Total ROU Assets</b>	<b>1,403,160</b>	<b>1,454,961</b>

# Audited Financial Statements

## 18. ROU Liability

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

	2021	2020
<b>ROU Liability</b>		
Opening ROU Liability Balance	1,491,598	-
Add: New ROU Liabilities	573,453	1,837,016
Less: ROU Lease Repayments	(571,843)	(393,211)
Interest on Leases	61,810	47,793
<b>Closing ROU Liability Balance</b>	<b>1,555,018</b>	<b>1,491,598</b>

## 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:

	2021	2020
<b>Minimum Lease Payments Due</b>		
Within 1 year	92,046	69,208
1 to 5 years	-	-
After 5 years	-	-
<b>Total Minimum Lease Payments Due</b>	<b>92,046</b>	<b>69,208</b>

## 20. Contingent Liabilities

There are no contingent liabilities that have been incurred by the Company during the financial year ended 30 June 2021 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

The Marketing & Communications Manager Cathie Martin is related to Corporate Services Manager, however she directly reports to the CEO and has little interaction with the Corporate Services Manager.

### Transactions with Key Management Personnel

Key management represent executive members of the Board of Directors of the Company including the Chief Executive Officer and Corporate Services Manager for the 2021 financial period (The roles of Operations Manager and Asset & Finance Manager were amalgamated into the Corporate Services Manager position during this period). Remuneration of key management personnel for the financial period includes the following expenses:



# Audited Financial Statements

## 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.

	2021	2020
<b>Remuneration</b>		
Short term employee benefits	315,133	225,820
Long term employee benefits	9,445	12,992
<b>Total Remuneration</b>	<b>324,578</b>	<b>238,812</b>

## 23. Capital commitments

The Company has no capital commitments in relation to the financial year ended 30 June 2021.

## 24. Post-reporting date events

No matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

## 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 2021, the total amount that members of the Company are liable to contribute if the Company wound up is \$50 (2020:\$50).

# Audited Financial Statements

---

## DIRECTORS:

ROBERT CAMPBELL RCA, CA  
VIRAL PATEL RCA, CA  
ALASTAIR ABBOTT RCA, CA  
CHASSEY DAVIDS RCA, CA

AUSTRALIAN  
AUDIT



## 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 2021, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Corporations Act 2001* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit

## Australian Audit

**Robert John Campbell, CA CPA**

Registered Company Auditor number 334773

**Director**

Perth, Western Australia

**Dated: 29 October 2021**

PO Box 7465, CLOISTERS SQUARE PO, WA 6850 | LEVEL 8, 251 ST GEORGES TERRACE, PERTH, WA 6000  
(08) 9218 9922 | [INFO@AUSAUDIT.COM.AU](mailto:INFO@AUSAUDIT.COM.AU) | [WWW.AUSTRALIANAUDIT.COM.AU](http://WWW.AUSTRALIANAUDIT.COM.AU) | ABN: 63 166 712 698



Liability limited by a scheme approved under Professional Standards Legislation

Trade mark of Chartered Accountants Australia  
and New Zealand and used with permission



# Audited Financial Statements

PO Box 7465, CLOISTERS SQUARE PO, WA 6850 | LEVEL 8, 251 ST GEORGES TERRACE, PERTH, WA 6000  
(08) 9218 9922 | INFO@AUSAUDIT.COM.AU | WWW.AUSTRALIANAUDIT.COM.AU | ABN: 63 166 712 698



Liability limited by a scheme approved under Professional Standards Legislation

Trade mark of Chartered Accountants Australia and New Zealand and used with permission

## 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 2021, 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:

- i. giving a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the year then ended; and
- ii. complying with Australian Accounting Standards - Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and 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.

PO Box 7465, CLOISTERS SQUARE PO, WA 6850 | LEVEL 8, 251 ST GEORGES TERRACE, PERTH, WA 6000  
(08) 9218 9922 | INFO@AUSAUDIT.COM.AU | WWW.AUSTRALIANAUDIT.COM.AU | ABN: 63 166 712 698



Liability limited by a scheme approved under Professional Standards Legislation

Trade mark of Chartered Accountants Australia and New Zealand and used with permission

# Audited Financial Statements

---



## 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 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.



# Audited Financial Statements

---

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.



We communicate with 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.

## Australian Audit

**Robert John Campbell, CA CPA**

Registered Company Auditor number  
334773

**Director**

Perth, Western Australia

**Dated: 8 November 2021**



# Annual Report 2020/21

1 Unit 5, Kimberley Regional Offices,  
Cnr Weld & Frederick Street,  
PO Box 1766, Broome WA 6725  
9193 5207 [admin@farnorth.org.au](mailto:admin@farnorth.org.au)  
[www.farnorth.org.au](http://www.farnorth.org.au)

