



# Annual Report 2019



**Lifestyle  
Solutions**  
everyone is equal

# We see you.



Stephen and his Support Worker, Leanne, love visiting their local library.

## Contents

<b>2019 at a Glance</b>	<b>4</b>
<b>Message from the Chair and CEO</b>	<b>6</b>
<b>Our Values, Our Promise</b>	<b>10</b>
<b>Supporting People in Our Community</b>	<b>12</b>
<b>Continuously Improving Safety and Wellbeing</b>	<b>16</b>
<b>Championing Diversity and Inclusion</b>	<b>17</b>
<b>Thank You for Helping Us Make a Difference</b>	<b>18</b>
<b>Delivering Better Service</b>	<b>20</b>
<b>Financial Statements</b>	<b>23</b>
<b>Contact Us</b>	<b>52</b>

Our cover: Support Worker Indiah, (left) is helping Tessa develop her independence and build community connections.

Lifestyle Solutions acknowledges the Traditional Owners/Custodians of Country throughout Australia and their continuing connection to their land, islands, waterways and community.

We pay our respect to the First Nations people of Australia including their respective individual cultures, their Elders past, present and future.

# 2019 at a Glance

Total revenue \$149,364,653

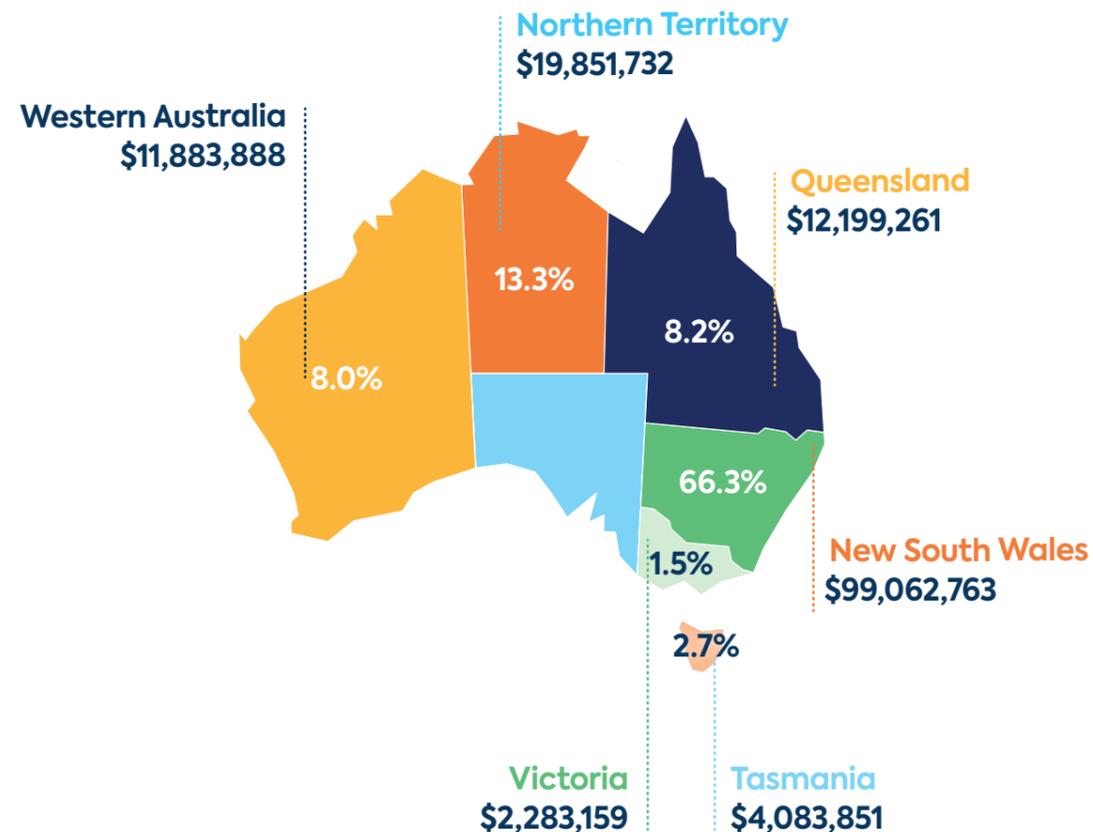
55.7% NDIS Customers \$83,187,039

40.4% State \$60,405,744

2.9% Board & Lodging \$4,380,010

0.9% Other \$1,391,860

## Revenue by state and territory



2,141

Customers across Australia



Disability

1,870

Child and Family

131



Foster Care

140

## Our customers by state and territory

NSW	VIC	QLD	WA	TAS	NT
Disability 1,197	Disability 145	Disability 220	Disability 119	Disability 95	Disability 94
Child and Family Residential Care 51		Child and Family Residential Care 30	Child and Family Residential Care 35		Child and Family Residential Care 15
Foster Care 127			Foster Care 13		

# Message from the Chair and CEO



Nearly 20 per cent of Australians are living with a disability and that number is increasing.

Of people living with disability, the statistics show 86 per cent experience limitations in core activities like self-care, mobility or communications, and/or restrictions in schooling or employment. Over 6 per cent of people in Australia have a profound or severe core-activity limitation.

At the same time there are over 45,000 children from newborns to 17 year olds who are supported through the Out Of Home Care system.

We feel privileged to be one of Australia's largest providers of supports and services for people with disability and children and young people living out of home, supporting over 2,000 of Australia's most vulnerable people in metropolitan, regional and remote communities across the country.

We are proud of our more than 2,000 team members who each play a vital role in ensuring our customers are well supported. Every one of the team deserves special thanks for their unrelenting effort, commitment and contributions throughout the year. From our people who work directly with our customers, our people who build the rosters and pay the bills, our people who work out of the national office and regional hubs, our people who develop and implement the quality and

safeguarding systems, through to the Board of Directors and the Executive Leadership Team.

We thank you for your contribution.

At Lifestyle Solutions we are guided by our belief that everyone is equal, deserving equal access and equal opportunity. We aim to provide the people we support, their families and communities with high quality services, safe environments and to make a real difference in their lives.

We recognise the critical importance of how people living with disability are treated in Australia and the obligation Australia has to protect the rights of people with disability. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was established on 4 April this year to investigate and inform Australian governments, institutions and the wider community on how to prevent, and better protect, people with disability from experiencing violence, abuse, neglect and exploitation in the future.

Lifestyle Solutions welcomes the scrutiny of the disability sector through the Royal Commission. We will fully cooperate with the Royal Commission in its important work to understand how to improve the lives of people with disability and the systems of support and protection for people with disability.

Operationally, we have established a Royal Commission working group to ensure that we can support any activity associated with the Royal Commission while not disrupting our teams and leaders from their day-to-day work.

We will also support any of our staff, people we support and their families who want to make a submission to the Royal Commission.

## Better Service – investing for the future

2018–2019 was the first year of delivering our current three-year strategic plan. Lifestyle Solutions' strategic plan places the people we support at the centre of everything we do and provides the framework for us to deliver on our promise to our customers, our teams and the community, that we will provide services and supports that are reliable, responsive, flexible, friendly, empathetic and caring.

A cornerstone of the strategic plan is changing the way we deliver supports and services. In late 2018 we began rolling out our team-based approach called Better Service. In this new way of working, team roles are clearer, and there is greater sharing of information, better decision-making, better controls and improved safety. Around the country, groups of employees have joined in Better Service team design workshops to plan the best way for our people to connect, collaborate and coordinate with each other and the people we support.

By June 2019 we had established Better Service teams in Tasmania and commenced the rollout in Queensland and the National Office. The rollout will continue in the 2019–2020 year to the Northern Territory, Victoria, New South Wales and Western Australia.

Other key achievements during the 2018–2019 year include:

- higher staff engagement
- our first Customer Connect sessions
- appointed as a preferred provider for Intensive Therapeutic Care in New South Wales
- implemented national quality and safeguarding continuous improvement framework
- introduced our 'See something, say something' program for more effective feedback and

complaints from customers, staff and the community

- reviewed and updated our Constitution to best practice governance guidelines
- increased our advocacy efforts in the disability sector as a founding member of Alliance 20
- contributed to Out Of Home Care service innovation across Australia.

## Focus on outcomes and wellbeing of the people we support

During the year, we introduced new ways to listen to and talk with the people we support, including our first Customer Connect Sessions. These sessions bring together small groups of people we support and their families so that we can hear directly how Lifestyle Solutions can improve the way we deliver our services, communicate with the people we support and engage with community stakeholders. This feedback provides valuable input into the way we think about and deliver better outcomes for the people we support.

Our inaugural customer survey showed that 86 per cent of people we support would recommend disability supports and services provided by Lifestyle Solutions and 90 per cent would continue to access services from Lifestyle Solutions. This provides a benchmark for the future.

## Team-based approach to delivering supports and services

We completed our second annual employee survey in early 2019, with over 75 per cent of our permanent team members responding. The survey showed a significant improvement on 2018, with the highlight a 13 per cent increase in employee engagement. Engaged staff who see the purpose and importance of what they are doing is fundamental to delivering high quality supports and services for the people we support.

The employee survey also showed a substantial increase in our people feeling we are living our values of Make it Matter, Keep Calm and Be Happy, Respect Lives Here and Own It.

We supplemented these surveys with CEO Connect working sessions across the country where team members give the CEO direct feedback about working at Lifestyle Solutions and what we can improve.

## Out Of Home Care

We are proud to report that we have been selected by New South Wales Family and Community Services as a preferred service provider for the Intensive Therapeutic Care service system. This reflects in part the dedicated work completed during the year to strengthen our capability in Out Of Home Care for children and young adults.

## Continually improving quality and safety

Our highest priority is the safety and wellbeing of the people we support and our teams. The Quality and Safeguarding sub-committee of the Board oversees and monitors the effectiveness of Lifestyle Solutions' Quality and Safeguarding system to ensure continuous improvement in the quality of care and safety in the services we deliver.

We are embedding a culture of continuous improvement through the Better Service team-based way of working. Team members are using reporting and feedback systems to highlight risks, incidents and opportunities. Enhanced training is strengthening the skills that team members need for their daily work and to support improvements.

During the year we reviewed and updated our whistleblowing and customer complaints and feedback systems. We introduced our 'See something, say something' program to provide the people we support, their families, staff, regulators and the broader community with additional ways to provide feedback or report something that they feel is just not right. The program includes an external whistleblowing hotline service provided by Stoplevel to anonymously report suspected or actual wrongdoing.

## Advocating for a better sector

We continued to strengthen our approach to advocating for the people we support through collaboration with Alliance 20 and National Disability Services at a national level, and state-

based alliances and peak bodies that advocate for children and young people in Out Of Home Care.

We support the ongoing reforms and adjustments to the National Disability Insurance Scheme as it matures and as customers, service providers and governments learn more about how the Scheme is working in practice.

## Bindi 40th anniversary

Celebrating the 40th anniversary of the founding of Bindi was a highlight of the year.

Bindi Enterprises has been part of Lifestyle Solutions since 2012 and remains the only service in Central Australia to offer supported employment to adults with any type of disability and therefore the opportunity to learn and develop through constructive and meaningful work.

Bindi was established in 1978 by a small group of parents and supporters to enable young adults with significant intellectual disabilities to live as active participants within the community instead of being sent away to live in interstate institutions.

To commemorate the 40th anniversary, *Bindi - Valuing Difference: the history of Central Australia's first disability service for adults*, by Anne McNamara and Joyce Bowden OAM, was launched in September 2018. Joyce was one of the founders of Bindi Enterprises and a director of Lifestyle Solutions. The book celebrates the 300 young adults supported by Bindi during the 40 years and the extraordinary people who made it all happen.

Bindi is probably best known today for the work of Bindi Mwerre Anthurre Artists. Other supported employment opportunities include contracts with local businesses and the mail delivery service in association with Australia Post.

## Sustainability

One of our fundamental obligations is to ensure the future financial and operational sustainability of Lifestyle Solutions for the people we support and our teams.

While the changing nature of the disability services sector and transitioning to the National Disability Insurance Scheme has presented operational and financial challenges, our investment this year and

into next year is building a strong and sustainable organisation for the people we support. We have looked at everything we do including systems and processes, improving and integrating technology and enhancing staff training programs to ensure we are building capacity and capability required to underpin Lifestyle Solutions' future.

## Governance Framework

At last year's Annual General Meeting held on 23 November 2018, members voted to adopt a new Constitution for Lifestyle Solutions to equip the company with best practice governance structures appropriate for organisations of our size and complexity, both now and into the future.

The new Constitution meets the good governance principles set by the Australian Charities and Not-for-Profit Commission and promotes the high standards of transparency and accountability that the community expects of social purpose organisations.

## Thank you

On behalf of the organisation, we want to particularly thank the people who choose Lifestyle Solutions to support them.

We would like to thank our Directors for their dedication and guidance throughout the year and

include a warm welcome to Ron Chalmers, Fiona Evans and Fiona Payne who joined the Board in October 2018.

None of what we achieved this year would have been possible without the hard work, enthusiasm and loyalty of our talented Executive Leadership Team and 2,000 people across Australia. Thank you for the work you do every day to support our customers and their families.

We also thank our government funders, valued community partners and stakeholders for the trust placed in us.

As one of Australia's largest disability service and Out Of Home Care providers for children and young people, we look forward to increasing participation opportunities for some of Australia's most vulnerable people by providing equal opportunity and equal respect.

**Julie Connolly**  
Chairperson  
Lifestyle Solutions

**Andrew Hyland**  
CEO  
Lifestyle Solutions



We've enjoyed working with Luke and helping him realise his dreams.

**We see  
people  
achieving  
their goals.**

# Our Values



## Own It

How we get the job done



## Keep Calm & Be Happy

How we interact with other people



## Respect Lives Here

How we treat other people



## Make It Matter

How we make a difference for other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

# Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.

Every day in our work with the people we support, we're reminded of what real courage is.

We see people overcoming significant challenges to achieve their goals. We see people enjoying connecting with their community, learning new skills and developing their independence.

We'd like to introduce you to some of the people who inspire us...



# We see Better Service.

# Supporting People in Our Community

## Moving beyond fear

Having a quick drink of water or taking a shower are things most of us take for granted but when you have an intense fear of water simple activities like these can be overwhelming.

That's how it used to be for 21 year old Chris.

Now, two years on, Chris has overcome his once debilitating fear and realised his goal to live more independently and enjoy new social interactions.

“Chris has made some big strides in his personal development and he's now able to go swimming, shower on his own and enjoy a drink of water,” said Lifestyle Solutions Facilitator, Tina Keating.

Chris' team in Newcastle took time to get a real understanding of what Chris' goals were and how best they could help him. The team then focused on Chris learning new skills, developing his strengths and building his confidence to overcome the barriers that were impacting Chris connecting with his community.

In the past, shopping centres and supermarkets had been very stressful places for Chris, but this determined young man tackled this challenge with the same resolve that saw him conquer his fear of water.

He now happily goes to the supermarket with the assistance of his Support Workers, picks items from a shopping list and uses the self-serve checkout.

“The team at Lifestyle Solutions have been invaluable to my son and I. They're always happy to assist us whenever we need them,” said Chris' dad, Colin.

“His Support Workers have been amazing. Chris would not be where he is today, and I would not be where I am, without the support of Lifestyle Solutions.”



Chris and his Support Worker out in the community.

## The Anzac legend lives on

For David, taking part in the Anzac Day march in Logan is a tradition which he proudly celebrates.

It's an important day to recognise Australia's military history and personnel — and a precious opportunity for him to honour his father's military experience and remember his parents who met in a Palestinian Internment Camp.

There was an air of military precision around David's preparations on the morning of the march with his Support Worker on hand at 3am to help him get ready.

Proudly wearing his father's uniform and medals, and carrying his military sword, David fell in with his walking group. This was a fantastic effort considering only 48 hours before he'd been in hospital recovering from surgery.

David, who has cerebral palsy, had a great start to the march but he started to fall behind under the weight of the 6kg sword. A group of Army Cadets coming up behind him embodied the legendary Anzac spirit and rather than try and hurry David forward or leave him behind, they fell in with him offering support and encouragement all the way.

“When I was struggling to hold the sword up, the officer held my hand whenever I needed him to, all the way to the cenotaph,” said David.

David said the officer's kindness was a highlight of the day — not just for him but for the spectators who lined the route.

“The crowd went berserk when they realised he was helping me. They were cheering and cameras were flashing. It was the true Anzac spirit on display.”

David's inspiring courage is a wonderful example of what people are prepared to take on to fulfil their goals and how the right support — whether it's a Support Worker on hand at 3am, or a young Army Cadet — can make it possible.



David stands proudly at the Anzac memorial.

## Growing recognition for Bindi artists

It's been a very successful year for Lance James, Billy Tjampijinpa Kenda and Adrian Jangala Robertson, three gifted artists who attend our Bindi Mwerre Anthurre Artists centre in Alice Springs.

Lance and Billy were finalists in the 2019 Telstra National Aboriginal and Torres Strait Art Awards, Australia's longest running and most prestigious Indigenous art award. Adrian was a finalist in 2018.

Billy and Adrian were also finalists in this year's Alice Prize, Alice Springs' national contemporary art award.

Adrian's successful solo exhibition, *Paint Country*, at Raft Artspace in Alice Springs reflected his growing public profile and creative influence.

“Adrian has painted with Bindi Mwerre Anthurre Artists since 2002. He's going from strength to strength and making exciting developments in his career. We're incredibly proud of his achievements, it's testament to his intensive commitment to practice,” said Bindi Enterprise Operations Manager, Liesl Rockchild.



Lance James

Billy Tjampijinpa Kenda

## Taking small steps towards big changes

It's never easy breaking old habits and stepping outside your comfort zone but, as James found, making small, positive changes can be the first steps towards a bright new future.

When James first sought Lifestyle Solutions' services five years ago, he had difficulty maintaining routines, medical treatments and a healthy lifestyle.

He tended to isolate himself and was reluctant to engage in conversations with his housemates and others.

But his team knew that by providing him with a stable, respectful and supportive environment, James would find the confidence to re-engage with his community.

One of the keys to turning things around for James was the commitment and consistency of his team. The ongoing daily support and encouragement they provided helped James follow-up on medical treatments, which had a positive effect on his health and wellbeing. He also found a renewed pride in his appearance and personal care.

With better health, James felt motivated to pursue new interests and he's often out fishing, shopping, bowling, swimming and having a game of golf. He's also started going to the gym and the movies.

A whole new social circle has opened up for James, which has given him a positive and enthusiastic new attitude that's flowed into all areas of his life.

He's now actively involved in what's happening in his home, enjoys the company of his housemates and helps around the house.

Most importantly, he's re-established connections with his family who say he is thriving and that his outlook on life has greatly improved.



James enjoys getting out and about.

# Supporting People in Our Community

## Helping people follow their passion

Finding a new hobby, and discovering you not only have a passion but a talent for it, is the story behind Brett's photography journey.

As a member of the photography class run by the Hobart Community Hub, Brett developed confidence, new skills and companionship through interactions with fellow photographers.

While initially a passive participant in the class, Brett's engagement with the photography process and his classmates steadily increased as he became more assured with the camera equipment and his physical dexterity improved.

As his interest and participation in the class increased, it was clear Brett had a great eye for detail with fantastic images captured on location shoots around Hobart.

Brett's great pleasure in his craft – from taking the images to editing and framing them – was something he wanted to share with the community.

The result was a beautiful calendar featuring all his best shots. We're looking forward to Brett sharing more of his creative talents with a wider audience.



Brett loves going on location and capturing the perfect image.

## Rodney and Marliene

When our dedicated Support Worker, Marliene, first started working with Rodney from Tweed Heads, he was in hospital struggling with multiple health problems — but that's all in the past and he's on the road to a brighter, healthier future.

With support from his family, specialists, Home Care (pre-NDIS) and Marliene's team mates, Rodney made some healthy lifestyle changes that helped him lose 157kgs.

He now no longer needs a walker, his diabetes is in remission, he's regained his independence and he's a much happier person.

"Rodney's gone from being house-bound and very unhappy within himself to being a bubbly, bright man who relates well to everyone he meets," said Marliene.

Rodney's day starts with a 1.5km walk from his home to an outdoor community gym where he and Marliene complete a workout routine. It's then back home for a healthy breakfast before starting on the day's activities.

Rodney's become an inspiration to many locals who, encouraged by his journey, have set their own weight loss goals and adopted a healthy exercise program.



Rodney's walks to the gym have had a positive impact on his lifestyle.

## Growing memories at home

Helping people realise their dreams motivates the teams at Lifestyle Solutions...and help making dreams a reality can often come from unexpected quarters.

People we support in Penshurst were really interested in having a raised garden bed installed at their home so they brought the idea up with their Support Workers who encouraged them to turn the idea into a goal.

Establishing goals helps people focus and work collaboratively and the sense of pride that comes from achieving a goal builds self-esteem and confidence.

So with their goal set firmly on their new garden, the people we support and their Support Workers set off to their local Kingsgrove Bunnings Warehouse in search of ideas.

A chance introduction to Bunnings' Event Coordinator Krissy, made achieving their goal very real.

Krissy jumped at the chance to help, donating the plants, soil and mulch needed for the project. She also organised a team to help construct the garden free of charge.

"Everyone loves the opportunity to connect with their community and visits to Bunnings are very popular. Trips like these are important in developing social interactions and helping people pursue their interests," said Lifestyle Solutions Coordinator, Lia Leiatatimu.

Armed with gloves, spades and watering cans, the Bunnings crew arrived at the house eager to get to work with our enthusiastic gardeners who matched their enthusiasm.

The end result was a clever, practical raised garden bed that met everyone's physical needs. The Bunnings crew even provided advice on how to care for the garden and plants.

"When they'd finished putting the garden together, the people we support told me how happy and proud they were of what they'd achieved and that, to me, was priceless," said Lia.



Our happy gardeners with the team from Bunnings.

## Making a difference

Everyone loves to feel useful and feel like they're making a positive contribution – whether it's at work, in a sporting team, with your family or special interest club.

Often, feeling useful can come from recognising that there's a better way of doing something and following through on your instinct to make a difference.

Stuart is an enthusiastic member of one of our horticulture groups and he came up with a great idea to make things easier for his Support Workers who run the group.

Each time Stuart arrived at the Community Access Service Centre where the group meets he'd see his Support Workers carrying heavy pot plants outside the building to get some sun and watch them carry the plants back inside at the end of the day to protect them from the frost.

He knew there had to be a better way so he set about building a portable planter trolley to make transporting the plants easier.

With help from volunteers at the West Moonah Men's Shed that he attends each week, Stuart and the men came up with a great design. Together they cut, sanded, glued and screwed the trolley together before painting it and fitting it with casters.

Everyone loved the final result and Stuart was thrilled to have contributed in such a positive way. He really appreciated that his Support Workers encouraged him to focus on his ability not his disability because it made him feel useful.

# Continuously Improving Safety and Wellbeing

Across Australia we work with people with unique needs whose safety and wellbeing is our priority. So, too, is the safety and wellbeing of our teams.

As part of our commitment to Better Service, our Practice Assurance and Quality team is focused on continuous improvement in the quality and safety of our supports and services.

This year we:

- introduced the online RiskMan system to improve our incident reporting processes.
- launched our ‘See something, say something’ program which includes multiple ways for our teams, people we support and their families, to provide feedback or raise any concerns with us. ‘See something, say something’ includes an external whistleblowing hotline service provided by Stopline to anonymously report suspected or actual wrongdoing.
- improved the way people access our Investigation, After Hours, Intake and WHS services. Online modules are being developed to make reporting easier for the people we support and our teams.
- appointed a Critical Incident Management Specialist to provide additional assurance around reporting and service safeguarding
- reviewed and improved our Restrictive Practice processes
- expanded the internal quality auditing program
- maintained full service compliance against the Service Standards in all the States and Territories in which we operate
- enhanced our corrective action processes which now links with our national continuous improvement register
- established a Safeguarding Framework with key controls and a quarterly reporting schedule.

The Practice and Clinical teams also introduced key improvements to the way we provide supports and services:

- appointed Child & Family, NDIS and Practice Improvement Specialists
- introduced the ARC therapeutic model into our Practice Framework. Initially rolled out in Western Australia, New South Wales and the Northern Territory, ARC, together with other core models of practice, will help us work more effectively with the children and young people we support.
- expanded clinical services nationally
- commencing national roll out of the new intake and risk tool, designed to improve our intake processes.

To support our transition to Better Service team-based structure we’ve developed a comprehensive Reflection and Support process. Designed to support regular team interactions around practice issues and improvement, Reflection and Support facilitates honest, constructive conversations between people to help them meet team goals, make ethical decisions and solve problem



# Championing Diversity and Inclusion

## At Lifestyle Solutions we believe everyone is equal.

It’s our privilege to work with and support people from diverse cultures and sectors of the community. They bring new beliefs, ideas, values and lived experiences which help us all grow as people and as an organisation.

We want all of our people to feel respected and valued and we’re building an organisation that celebrates individuality and champions equal opportunity.

Our comprehensive diversity and inclusion plan includes programs and projects designed to foster stronger understanding, empathy and respect.

Key initiatives undertaken during the year include:

- the development of our Innovate Reconciliation Action Plan (RAP) 2018–2020
- commencement of Aboriginal and Torres Strait Islander Cross Cultural Awareness. Training involving formal engagement with

15 community-based organisations who support a broad cross-section of people and interests

- establishment of a cultural support planning process
- implementation of recruitment practices which support a diverse and inclusive workplace
- establishment of a wide range of partnerships with external organisations who promote diversity and inclusion
- implementation of a framework of educational programs to build awareness about Aboriginal and Torres Strait Islander People, people from Culturally and Linguistically Diverse (CALD) backgrounds, the LGBTQI+ community and women in leadership.

We’re looking forward to seeing these initiatives in action over the coming year and building on our knowledge and awareness of the incredible diversity that exists in our community.

Kukula McDonald, *Redtails Looking for Shelter*. Kukula is one of the talented Bindi Mwerre Arthurre artists.



# Thank You for Helping Us Make a Difference

The work we do supporting people with disability and children and young people in Out Of Home Care would not be possible without the support of the people who choose Lifestyle Solutions as their service provider and government funding bodies. We would like to acknowledge their support.

## Federal

- = Department of Social Services
- = National Disabilities Insurance Agency
- = Department of Health

## New South Wales

- = Department of Family & Community Services:
  - = Community Services
  - = Aging, Disability and Home Care
- = Icare

## Queensland

- = Department of Communities, Child Safety and Disability Services

## Northern Territory

- = Territory Families
- = Department of Health

## Tasmania

- = Department of Health & Human Services

## Victoria

- = Department of Health & Human Services
- = Transport Accident Commission

## Western Australia

- = Department of Communities – Child Protection and Family Support

We would also like to acknowledge the generous support of the following organisations who helped us provide quality services to our customers throughout the year.

- = Atlas Iron Ltd
- = Bankwest
- = Department of Health and Human Services (Victoria)
- = Fortescue Metals
- = Honda Foundation
- = Indigenous Advancement Strategy – NAIDOC
- = ILC
- = John T Reid Charitable Trust
- = Lottery West Charitable Foundation
- = Matana Foundation
- = National Australia Bank
- = NT Art Trail



Our Support Worker, Francina, (left) is helping Hannah develop new skills.

## We see community connections.

# Delivering Better Service

## Our Board of Directors



**Julie Connolly**  
Chairperson



**Andrew Knight**  
Deputy Chairperson



**Stewart Perry**  
Non-Executive Director



**Joyce Bowden OAM**  
Non-Executive Director



**Karen Woodford**  
Non-Executive Director



**Dr Ron Chalmers**  
Non-Executive Director

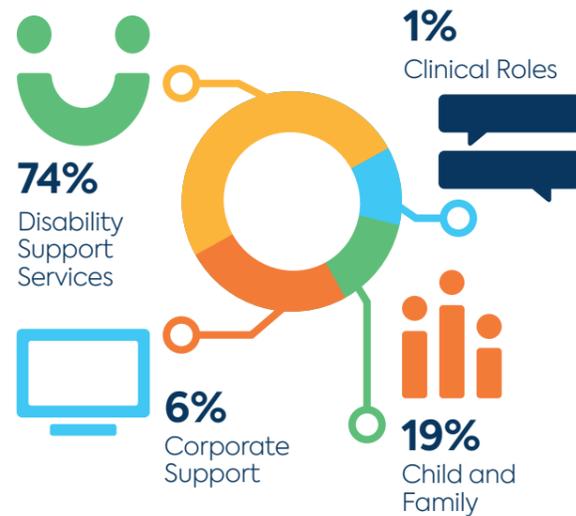


**Fiona Evans**  
Non-Executive Director



**Fiona Payne**  
Non-Executive Director

## Our teams and where they work



Full details about our Board, their responsibilities and their qualifications can be found on page 24.

**Andrew Hyland**  
Chief Executive Officer

### Key Responsibilities

- Working with the Board and Executive to set the strategic direction for Lifestyle Solutions
- Leadership of the organisation to ensure People, Culture and Services are aligned to our Promise and Values
- Alignment of resources, structures and capabilities to deliver on strategic objectives
- Board-level reporting and stakeholder management
- Oversight of financial and non-financial reports
- Enforcing adherence to legal guidelines and in-house policies to maintain legality and business ethics

**Leanne Perry**  
Executive Leader,  
Finance, Risk and Governance

### Key Responsibilities

- Accountability for the financial stewardship and corporate governance of Lifestyle Solutions
- Financial, resource and asset management
- Company Secretary
- Risk management and Shared Services
- Governance and support to board of directors
- Analytics and management decision making
- Funding and financial stewardship of organisational strategy



**Dr John Carlisle**  
Executive Leader,  
People & Culture

### Key Responsibilities

- Talent attraction and management
- Learning and Development
- Diversity
- Employee engagement
- Organisational development
- Employee relations
- Remuneration and benefits
- People and Culture policy, systems and compliance
- Workplace Health and Safety

**Jonathan Marin**  
Executive General Manager,  
Customer Service Delivery

### Key Responsibilities

- Service delivery
- Customer satisfaction
- Customer experience and engagement
- Support Coordination
- Services P & L
- Community relationships
- Regulatory relationships
- Business development
- Marketing and Communications
- Strategic Business Growth

**Servena McIntyre**  
Executive General Manager,  
Practice Assurance & Quality

### Key Responsibilities

- Practice excellence and governance
- Operational support services including Intake, Rostering and After-hours Support
- Quality management services including incidents, complaints and investigations
- Clinical services
- Thought leadership
- Stakeholder relationships



Supported employees, Andrew (left) and Isaac, enjoyed the festivities at Bindi's 40th anniversary.

# Financial Statements

For the Year Ended 30 June 2019

## Contents

<b>Directors' Report</b>	<b>24</b>
<b>Auditor's Independence Declaration</b>	<b>29</b>
<b>Statement of Profit or Loss and Other Comprehensive Income</b>	<b>30</b>
<b>Statement of Financial Position</b>	<b>31</b>
<b>Statement of Changes in Equity</b>	<b>32</b>
<b>Statement of Cash Flows</b>	<b>33</b>
<b>Notes to the Financial Statements</b>	<b>34</b>
<b>Responsible Person's Declaration</b>	<b>49</b>
<b>Independent Auditor's Report</b>	<b>50</b>

**We see everyone as equal.**

# Lifestyle Solutions (Aust) Ltd ABN 85 097 999 347

## Directors' Report 30 June 2019

### General Information

Your directors present their report on Lifestyle Solutions (Aust) Ltd for the financial year ended 30 June 2019.

### Information on Directors

All current directors of Lifestyle Solutions are Non-Executive Directors. The Directors in office at any time during, or since the end of the year are:

#### Julie Connolly

Chairperson since November 2018

Director since November 2014

#### Qualifications and memberships

- = Master of Commerce, (International Finance, Marketing)
- = Bachelor of Economics (Business, Corporate Law)
- = Graduate Member Australian Institute of Company Directors
- = Financial Services Institute of Australasia, Senior Associate
- = Australasian Investor Relations Association, Member

#### Experience

Extensive experience as a director, senior executive and advisor in stakeholder communications strategy and management, in both corporate and agency roles.

#### Special Responsibilities

Member of the Audit, Risk and Compliance Committee.

#### Andrew Knight

Deputy Chairperson since November 2018

Director since February 2015

#### Qualifications and memberships

- = Diploma in Law

#### Experience

Experienced lawyer specialising in commercial law, trusts, wills, superannuation and estate planning.

#### Special Responsibilities

Chairperson of the Audit, Risk and Compliance Committee.

Member of the Governance, Nomination and Remuneration Committee.

#### Stewart Perry

Chairperson April 2015 to November 2018

Director since October 2007

#### Qualifications and memberships

- = Bachelor of Commerce
- = Bachelor of Theology
- = CPA Program
- = CPA Australia, Member

#### Experience

Finance and administration management in commercial and not-for-profit sectors.

Organisational growth and restructure.

Team leadership.

Budgeting and internal audit in the not-for-profit sector.

Membership of boards, organisations and community involvement.

Commissioner – Financial Services Commission (Anglican Church Southern QLD).

Commissioner – Anglican Schools Commission (Anglican Church Southern QLD).

Previous Member of Bond University Ethics Committee.

#### Special Responsibilities

Member of the Quality and Safeguarding Committee.

#### (Marjorie) Joyce Bowden OAM

Director since August 2012

#### Qualifications and memberships

- = Bachelor of Health Administration
- = Postgraduate Diploma in Executive Management

- = Professional nursing qualifications (Registered Nurse, Midwife, Infant Welfare)

- = Diploma Applied Science (Nursing Education)

- = College of Nursing Australia, Fellow (retired)

#### Awards

1998 Order of Australia Medal for Community Services within the Northern Territory.

1998 Telstra Northern Territory Business Woman of the Year Award – Corporate and Government Sector.

#### Experience

Extensive local knowledge of Central Australia and more than 30 years' experience establishing and managing public sector health services in the Northern Territory through roles including Director of Nursing, Director Nursing Education, General Manager Community Health and Education Services, CEO of Alice Springs Hospital, project specialist for the Northern Territory Health Policy and Planning Unit.

Pivotal pioneering role in establishing both government and non-government health and community services in Central Australia, including services for aged care, disability, mental health, alcohol and other drugs, community and population health, communicable diseases, renal dialysis, under and postgraduate medical and nursing education.

Board Member and Chairperson of Bindi Inc. from 1980 until 2013 following its merger with Lifestyle Solutions in 2012.

#### Special Responsibilities

Chairperson Governance, Nomination and Remuneration Committee to 30 June 2019.

#### Karen Woodford

Director since October 2016

#### Qualifications and memberships

- = Bachelor of Arts
- = Diploma of Education
- = Diploma of Law
- = Graduate Diploma of Legal Practice
- = Certificate of Corporate Investigations
- = Graduate Member Australian Institute of Company Directors

#### Experience

Extensive experience in public education. Early career as an infants and primary school teacher. After a short career as a solicitor in private practice, returned to the NSW Department of Education to work as a child protection investigator from 2003 until 2016. Experience in managing and leading a team of child protection investigators. Extensive experience working in a politically sensitive environment.

#### Special Responsibilities

Chairperson Quality and Safeguarding Committee.

Member of the Governance, Nomination and Remuneration Committee.

#### Ronald Chalmers

Director since September 2018

#### Qualifications and memberships

- = Doctor of Philosophy
- = Master of Education (Policy and Administrative Studies)
- = Graduate Diploma in Educational Administration
- = Teachers Higher Certificate
- = Graduate Diploma in Education
- = Bachelor of Arts
- = Graduate Member Australian Institute of Company Directors
- = Graduate Member Executive Fellows Program

#### Experience

Director General, Disability Services Commission (WA) – 10 years.

Public Sector management roles – 15 years.

5 years providing support to people with disability and their families/carers.

Teaching and educational administration – 11 years.

Deputy Chair, UnitingCare West – 2019.

#### Special Responsibilities

Chairperson Governance, Nomination and Remuneration Committee from 1 July 2019.

Member of Governance, Nomination and Remuneration Committee to 30 June 2019.

Member of Quality and Safeguarding Committee.

## Fiona Evans

Director since September 2018

### ✔ Qualifications and memberships

- = Graduate Member Australian Institute of Company Directors
- = Graduate Diploma in Marketing, Monash University, Excellence in Marketing Communications Strategy Award
- = Professional Year, Australian Institute of Chartered Accountants
- = Bachelor of Commerce, University of Melbourne

### + Experience

Commercially and strategically focused business development specialist. Effective influencer and negotiator who cultivates and maintains diverse key stakeholder relationships. Works with boards and senior executive teams to enable diverse business opportunities and market growth.

Brings risk assessment, analysis and operational accountability to all phases of governance and strategy. Commercial and not-for-profit sector experience underpin key board and committee contributions. Currently Non-Executive Director and Chair of Audit & Risk Committee Nortec Employment and Training Ltd.

Non-Executive Director and Chair of Finance Audit Risk and Building Committee Mclean Care Ltd.

### ★ Special Responsibilities

Member of Audit, Risk and Compliance Committee.

## Fiona Payne

Director since September 2018

### ✔ Qualifications and memberships

- = Bachelor of Applied Science (Physiotherapy)
- = Master of Science (Physiotherapy)
- = Diploma Associate of Speech and Drama Australia
- = Graduate Member Australian Institute of Company Directors
- = Women on Boards Member

### + Experience

Dynamic leader, established business consultant and contemporary non-executive director with extensive governance experience in the government and not for profit sectors.

### ★ Special Responsibilities

Member of Audit, Risk and Compliance Committee.

Member of Quality and Safeguarding Committee.

## Principal activity

The principal activities of Lifestyle Solutions (Aust) Ltd during the financial year were the provision of accommodation and care services for people with a disability and supported care services for young people.

No significant changes in the nature of the entity's activity occurred during the financial year.

## Short term objectives

The Company's short-term objectives are:

- = To be flexible, engaged and adaptive to key sector transformations and reforms;
- = To provide quality services to the people we support;
- = To ensure the highest level of safeguards and protections are in place for the people we support;
- = To support, nurture and develop our staff;
- = To achieve financially efficient and sustainable results;
- = Best practice approach to governance, practice, management reporting and risk;
- = To deliver an innovative and integrated IT platform across the national footprint.

## Long term objectives

The Company's long-term objectives are encapsulated in the four strategic pillars:

- = To be a provider of choice to people and organisations within the disability and Out Of Home Care sector;
- = To be a leader in the sector and community in regard to disability and Out Of Home Care;
- = To be a values driven organisation that is recognised as a great place to work;
- = To be known as delivering business excellence across our entire service delivery portfolio.

## How principal activities assisted in achieving the objectives

The principal activities assisted the Company in achieving its objectives by:

- = Creating solutions for people who require support;
- = Commitment to person centred approaches;
- = Delivering high quality innovative services and programs.

## Performance measures

The following measures are used within the Company to monitor performance:

- = Monthly review of actual income and expenses compared to budget at both program and organisational levels;
- = Internal audits and completion of any resulting corrective actions;
- = Review of unresolved complaints;
- = Review of instances of unmet contracted service delivery requirements.

## Members guarantee

Lifestyle Solutions (Aust) Ltd is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$50, subject to the provisions of the company's constitution.

At 30 June 2019 the collective liability of members was \$400 (2018: \$2,250).

## Other Items

### Events after the reporting date

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.

### Indemnification and insurance of officers and auditors

During the financial year, the company paid a premium in respect of a contract insuring the directors of the company (as named above) and officers of the company against liability incurred as such a director or officer to the extent permitted by the Australian Charities and Not-for-profits Commission Act. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium.

The company has not otherwise, during or since the end of the financial year, except to the extent permitted by law, indemnified or agreed to indemnify an officer or auditor of the company or of any related body corporate against a liability incurred as such an officer or auditor.

## Meetings of directors

During the financial year;

- = 13 meetings of Directors were held;
- = 6 meetings of the Audit Risk and Compliance Committee were held;
- = 11 meetings of the Governance, Nomination and Remuneration Committee were held;

= 5 meetings of the Quality and Safeguarding Committee we held. Short term objectives Attendances by each director during the year were as follows:

	Directors Meetings		Audit Risk and Compliance Committee Meetings		Governance, Nomination and Remuneration Committee Meetings		Quality and Safeguarding Committee Meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Julie Connolly	13	13	6	6	-	-	-	-
Andrew Knight	13	13	6	6	11	11	-	-
Stewart Perry	13	13	-	-	-	-	5	5
Marjorie Bowden	13	11	-	-	11	11		
Karen Woodford	13	13	-	-	11	10	5	5
Ronald Chalmers	10	10	-		9	9	5	5
Fiona Payne	10	9	6	5			5	5
Fiona Evans	10	8	6	5				

## Auditor's independence declaration

The lead auditor's independence declaration for the year ended 30 June 2019 has been received and can be found on page 29 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

Director:   
Julie Connolly

Director:   
Andrew Knight

18 November 2019



## Auditor's Independence Declaration

As lead auditor for the audit of Lifestyle Solutions (Aust) Ltd for the year ended 30 June 2019, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.



Caroline Mara  
Partner  
PricewaterhouseCoopers

Newcastle  
18 November 2019

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# Statement of Profit or Loss and other Comprehensive Income

## For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue	2	149,364,653	146,889,610
Employee benefits expense		(112,192,309)	(100,986,868)
Agency staffing		(7,813,827)	(11,679,064)
Depreciation and amortisation expense	3	(2,922,075)	(2,636,843)
Client expenses		(10,106,928)	(12,222,486)
Occupancy expenses		(10,299,716)	(9,382,808)
Other expenses		(9,008,758)	(9,556,221)
<b>Surplus (Deficit) before income tax</b>		<b>(3,478,960)</b>	<b>425,320</b>
Income tax expense		-	-
<b>Surplus (Deficit) for the year</b>		<b>(3,478,960)</b>	<b>425,320</b>
<b>Total comprehensive income for the year</b>		<b>(3,478,960)</b>	<b>425,320</b>

The accompanying notes form part of these financial statements.

# Statement of Financial Position

## As at 30 June 2019

	Note	2019 \$	2018 Restated* \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	2,169,243	13,013,713
Trade and other receivables	5	2,592,537	5,458,783
Other assets	6	17,094,738	15,270,252
<b>TOTAL CURRENT ASSETS</b>		<b>21,856,518</b>	<b>33,742,748</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	19,687,630	21,976,589
<b>TOTAL NON-CURRENT ASSETS</b>		<b>19,687,630</b>	<b>21,976,589</b>
<b>TOTAL ASSETS</b>		<b>41,544,148</b>	<b>55,719,337</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	15,268,800	20,895,624
Borrowings	9	4,103,977	3,042,747
Short-term provisions	10	2,220,402	1,511,876
Other liabilities	11	2,851,067	7,147,284
<b>TOTAL CURRENT LIABILITIES</b>		<b>24,444,246</b>	<b>32,597,531</b>
<b>NON-CURRENT LIABILITIES</b>			
Borrowings	9	1,717,354	3,339,420
Long-term provisions	10	1,180,275	996,148
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>2,897,629</b>	<b>4,335,568</b>
<b>TOTAL LIABILITIES</b>		<b>26,841,875</b>	<b>36,933,099</b>
<b>NET ASSETS</b>		<b>14,702,273</b>	<b>18,786,238</b>
<b>EQUITY</b>			
Retained earnings		12,479,058	15,958,018
Revaluation reserve		1,723,215	2,828,220
<b>TOTAL EQUITY</b>		<b>14,202,273</b>	<b>18,786,238</b>

\*See note 13 for further detail.

The accompanying notes form part of these financial statements.

## Statement of Changes in Equity

### For the year ended 30 June 2019

2019	Note	Retained Earnings \$	Revaluation Surplus \$	Total \$
<b>Balance at 1 July 2018 (restated)</b>		<b>15,958,018</b>	<b>2,828,220</b>	<b>18,786,238</b>
Surplus for the year / Total comprehensive income for the year		<b>(3,478,960)</b>	-	<b>(3,478,960)</b>
Movement in revaluation reserve		-	<b>(1,105,005)</b>	<b>(1,105,005)</b>
<b>Balance at 30 June 2019</b>		<b>12,479,058</b>	<b>1,723,215</b>	<b>14,202,273</b>

2018		Retained Earnings \$	Revaluation Surplus \$	Total \$
<b>Balance at 1 July 2017 (as previously reported)</b>	13	<b>17,186,850</b>	<b>2,414,014</b>	<b>19,600,864</b>
Correction of error		(1,654,152)		(1,654,152)
<b>Balance at 1 July 2017 (restated)</b>		<b>15,532,698</b>		<b>17,946,712</b>
Surplus for the year / Total comprehensive income for the year		<b>425,320</b>	-	<b>425,320</b>
Movement in revaluation reserve		-	<b>414,206</b>	<b>414,206</b>
<b>Balance at 30 June 2018</b>		<b>15,958,018</b>	<b>2,828,220</b>	<b>18,786,238</b>

The accompanying notes form part of these financial statements.

## Statement of Cash Flows

### For the year ended 30 June 2019

	Note	2019 \$	2018 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		<b>19,740,237</b>	<b>8,554,034</b>
Receipts from Government funding		<b>133,329,672</b>	<b>133,593,242</b>
Payments to suppliers and employees		<b>(161,671,566)</b>	<b>(151,656,432)</b>
Interest received		<b>91,793</b>	<b>262,465</b>
Finance costs		<b>(342,796)</b>	<b>(305,470)</b>
Net cash used in operating activities	15	<b>(8,852,660)</b>	<b>(9,552,161)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Proceeds from sale of plant and equipment		<b>475,387</b>	<b>321,182</b>
Purchase of property, plant and equipment		<b>(1,906,361)</b>	<b>(3,039,263)</b>
Net cash used in investing activities		<b>(1,430,974)</b>	<b>(2,718,081)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Proceeds from borrowings		<b>2,443,677</b>	<b>2,435,560</b>
Repayment of borrowings		<b>(2,386,179)</b>	<b>(1,786,970)</b>
Proceeds from finance leases		<b>1,098,986</b>	<b>1,357,076</b>
Repayment of finance leases		<b>(1,717,320)</b>	<b>(996,869)</b>
Net cash provided by financing activities		<b>(560,836)</b>	<b>1,008,797</b>
Net increase (decrease) in cash and cash equivalents held		<b>(10,844,470)</b>	<b>(11,261,445)</b>
Cash and cash equivalents at beginning of year		<b>13,013,713</b>	<b>24,275,158</b>
Cash and cash equivalents at end of financial year	15	<b>2,169,243</b>	<b>13,013,713</b>

The accompanying notes form part of these financial statements.

# Notes to the Financial Statements

## For the year ended 30 June 2019

The financial statements are for Lifestyle Solutions (Aust) Ltd as a not-for-profit individual entity.

### 1. Summary of Significant Accounting Policies

#### (a) Statement of compliance

These financial statements are general purpose financial statements which have been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and Australian Accounting Standards – Reduced Disclosure Requirements and comply with other requirements of the law.

For the purposes of preparing the financial statements, the Company is a not-for-profit entity. The financial statements were authorised for issue by the directors on 18 November 2019.

#### (b) Basis of preparation

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 otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical cost, modified where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. Historical cost is generally based on the fair values of the consideration given in exchange for assets. All amounts are presented in Australian dollars, unless otherwise noted.

The previously issued financial report of the Company for the year ended 30 June 2019 dated 18 October 2019 has been withdrawn and is replaced by this financial report. This revision is due to the Statement of Profit and Loss and Other Comprehensive Income not flowing through to the Statement of Changes in Equity and Operating cash flow notes. Accordingly, the directors have amended the financial report on 18 November 2019.

#### Going concern

There is a loss in the current year of \$3,478,960 and the deficiency of net current assets is \$2,587,728. Current year results include various one-off costs not expected to be incurred each year. Additionally, management intend to sell a property which is currently disclosed as a non-current asset given it wasn't yet marketed for sale at 30 June and hence the Directors have prepared the accounts on a going concern basis.

#### (c) Critical accounting judgments and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses.

Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results.

The accompanying notes form part of these financial statements.

The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

#### Accrued income

As at 30 June 2019 the Company recognised \$14,324,294 of accrued income. This is estimated by management as the expected revenue that will be received based on services provided prior to 30 June 2019. Past experience shows that not all of the services provided by the company will be paid for by the relevant government agency due to disputes in relation to the either the provision of services or the eligibility of the clients for those services. The company has therefore recognised revenue as the amount expected to be received for the services provided. This estimate considers the age of the accrued income and the historical evidence of amounts actually received from the relevant government agencies. If the estimate changes by 1%, revenue will be reduced/increased by \$143,242. The accrued income is expected to be received within the next 12 months.

#### Provision for doubtful debts

As at 30 June 2019 the Company's current trade receivables were \$2.3 million (inclusive of provision of impairment).

At each balance sheet date the Company evaluates the collectability of trade receivables & accrued income and records provisions for doubtful debts based on experience including comparisons of the relative age of accounts and consideration of actual write-off history.

Significant judgment is required in determining the collectability of the receivables/accrued income. When the expected payments or approved claim by the Government are different from the fair value such differences will impact the valuation of the receivable/accrued income.

#### (d) Adoption of new and revised accounting standards

During the current year, the Company adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations which became mandatory. The adoption of these amendments did not have any impact on the amounts recognised in prior periods and will also not affect the current or future periods. See further impact noted below:

#### AASB 9 Financial Instruments

AASB 9 replaces the provisions of AASB 139 that relate to the recognition, classification and measurement of financial assets and financial liabilities, derecognition of financial instruments, impairment of financial assets and hedge accounting. The adoption of AASB 9 Financial Instruments from 1 July 2018 resulted in changes in accounting policies however the financial impact was assessed to be zero.

The new accounting policies are set out in note 1 below.

#### (e) Comparative figures

Certain comparative numbers have been reclassified for consistency with the current year presentation.

#### (f) Revenue and other income

The Company recognises revenue when the amount of revenue can be reliably measured, it is probable that future economic benefits will flow to the entity and specific criteria have been met for each of Lifestyle Solutions (Aust) Ltd's activities as discussed below.

The accompanying notes form part of these financial statements.

### **Provision of services (Client Fees)**

The company provides accommodation and care services for people with a disability as well as supported care for young people. Revenue is recognised once the services have been provided to the clients and is measured at the fair value of the consideration received or receivable. See note 1(c) for significant estimates made in relation to the recognition of revenue.

Any consideration deferred is treated as the provision of finance and is discounted at a rate of interest that is generally accepted in the market for similar arrangements. The difference between the amount initially recognised and the amount ultimately received is interest revenue. All revenue is stated net of the amount of goods and services tax (GST).

### **Grant revenue**

Grant revenue is recognised in the profit or loss when the company obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor.

When, the company receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Repayment of government grants previously recognised as income is recognised as an expense in the year of repayment.

### **Donations**

Donations and bequests are recognised as revenue when control passes, which is normally on receipt, or where special terms and conditions are attached to them, in accordance with those terms and conditions.

### **Interest revenue**

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

### **(g) 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 Tax 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 component of investing and financing activities, which are disclosed as operating cash flows.

### **(h) Income tax**

No provision for income tax has been raised as the Company is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

### **(i) Cash and cash equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less which are convertible to a known amount of cash and subject to an insignificant risk of change in value, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position. Term deposits are presented as cash equivalents if they have a maturity of three months or less from the date of acquisition.

### **(j) Property, plant and equipment**

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

#### **Property**

In the periods when the freehold land and buildings are not subject to an independent valuation, the directors conduct directors' valuations to ensure the land and buildings carrying amount is not materially different to the fair value.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset. Freehold land and buildings are shown at their fair value (being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction), based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

Any revaluation increase arising on the revaluation of such land and buildings is recognised in other comprehensive income and accumulated within equity, except to the extent that it reverses a revaluation decrease for the same asset previously recognised in profit or loss, in which case the increase is credited to profit or loss to the extent of the decrease previously expensed. A decrease in the carrying amount arising on the revaluation of such land and buildings is recognised in profit or loss to the extent that it exceeds the balance, if any, held in the properties revaluation reserve relating to a previous revaluation of that asset.

Freehold land and buildings that have been contributed at no cost or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired. Crown lands is also recognised as an asset of the company given it is controlled and available for use by the company.

#### **Plant and equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses. Cost includes expenditure that is directly attributable to the asset.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Subsequent costs are included in the asset's carrying amount or recognised as a separate net asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the costs of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

## Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Company commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Land is not depreciated. Properties held for investment purposes are not depreciated.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation rate
Buildings	2.5%
Plant and equipment	5% - 40%
Motor vehicles	8% - 33%

The assets' residual values, depreciation methods and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of profit or loss and other comprehensive income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

## (k) Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases.

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

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the Company will obtain ownership of the asset or over the term of the lease. Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straightline basis over the life of the lease term.

## (m) Financial instruments

Financial assets and financial liabilities are recognised when the Company becomes a party to the contractual provisions of the instrument. For financial assets, this is the equivalent to the date that the Company commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

### Classification and measurement

On 1 July 2018, the date of initial application of AASB 9, the Company's management has assessed which business models apply to the financial assets held by the Company and has classified its financial instruments into the appropriate AASB 9 categories. The classification of financial instruments depends on the purpose for which the investments were acquired. Management determines the classification of its investments at initial recognition and at the end of each reporting period.

There was no change in the measurement of financial assets on adoption of AASB 9 as all financial instruments were carried at amortised cost, and this is the same as AASB 139.

## Trade Receivables

### Classification as trade and other receivables

Trade receivables are amounts due from customers for goods sold or services performed in the ordinary course of business. They are generally due for settlement within 14 days and therefore are all classified as current. Trade receivables are recognised initially at the amount of consideration that is unconditional unless they contain significant financing components, when they are recognised at fair value. The Company holds the trade receivables with the objective to collect the contractual cash flows and therefore measures them subsequently at amortised cost using the effective interest method. Details about the Company's impairment policies and the calculation of the loss allowance are provided below.

## Other Financial Assets

### Classification of financial assets at amortised cost

The Company classifies its financial assets as at amortised cost only if both of the following criteria are met:

- = the asset is held within a business model whose objective is to collect the contractual cash flows, and
- = the contractual terms give rise to cash flows that are solely payments of principal and interest.

### Classification of financial assets at fair value through profit or loss

## Financial instruments (cont)

The Company classifies the following financial assets at fair value through profit or loss (FVPL):

- = debt investments that do not qualify for measurement at either amortised cost (see note 7(b) above) or FVOCI (see below)
- = equity investments that are held for trading, and
- = equity investments for which the entity has not elected to recognise fair value gains and losses through OCI, of which there are none.

There are currently no financial instruments classified as FVTPL.

## Borrowings

Borrowings are initially recognised at fair value, net of transaction costs incurred. Borrowings are subsequently measured at amortised cost. Any difference between the proceeds (net of transaction costs) and the redemption amount is recognised in profit or loss over the period of the borrowings using the effective interest method. Fees paid on the establishment of loan facilities are recognised as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the draw down occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is capitalised as a prepayment for liquidity services and amortised over the period of the facility to which it relates.

Borrowings are classified as current liabilities unless the Company has an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

## Other Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are initially measured at fair value and subsequently measured at amortised cost.

## Impairment of financial instruments

The company's Trade receivables are subject to AASB 9's new expected credit loss model.

The Company was required to revise its impairment methodology under AASB 9, however the impact of the change in impairment methodology was determined to be immaterial. While cash and cash equivalents are also subject to the impairment requirements of AASB 9, the identified impairment loss was also assessed to be immaterial.

The Company applies the AASB 9 simplified approach to measuring expected credit losses which uses a lifetime expected loss allowance for all trade and other receivables. To measure the expected credit losses, the trade and other receivables are assessed based on credit risk characteristics, the days past due and the historical loss rates which adjusted to reflect current and forward looking information.

The amount of the provision is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate.

## Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss

## (n) Impairment of non-financial assets

At each reporting date, the Company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value.

Value in use is either the discounted cash flows relating to the asset or depreciated replacement cost if the criteria in AASB 136 'Impairment of Assets' are met. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of profit or loss and other comprehensive income.

Where it is not possible to estimate the recoverable amount of an individual asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the Company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at revalued amount, in which case the impairment loss is treated as a revaluation decrease.

## (o) Trade and other payables

Trade 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 which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

## (p) Employee benefits

### Short term obligations

Liabilities for wages, salaries including non-monetary benefits, annual leave expected to be settled within 12 months of the reporting date in which the employees render the related services are recognised in respect of employees' services up to the end of the reporting period and are measured at the amounts expected to be paid when the liabilities are settled. These are recognised as current liabilities in trade and other payable and short term provisions.

### Long service leave provision

The liability for long service leave is recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

### Post-employment obligations

Termination benefits are payable when employment is terminated before the normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Company recognises termination benefits when it is demonstrably committed to either terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after balance sheet date are discounted to present value.

## (q) Make good provisions

The company reviews the assumptions used in estimating the amount of make good provision required for operating leases at the end of each reporting period. Consistent with last period, the directors have assumed that the make good provision relating to properties where the lease has expired are due and payable within twelve months at reporting date.

## (r) Standards and interpretations issued not yet effective

Certain new accounting standards and interpretations have been published that are not mandatory for 30 June 2019 reporting periods and have not been early adopted by the Company. The Company's assessment of the impact of these new standards and interpretations is set out below.

There are no other standards that are not yet effective and that would be expected to have a material impact on the entity in the current or future reporting periods and on foreseeable future transactions.

Standard/Interpretation Nature of Change	
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	AASB 15 Revenue from contracts with customers The AASB has issued a new standard for the recognition of revenue. This will replace AASB 118 which covers revenue arising from the sale of goods and the rendering of services and AASB 111 which covers construction contracts. The new standard is based on the principle that revenue is recognised when control of a good or service transfers to a customer. The standard permits either a full retrospective or a modified retrospective approach for the adoption.
--	---

**Impact and date of adoption**

The Company has taken advantage of the 1 year extension available to not-for-profit entities which means it is mandatory for financial years commencing on or after 1 January 2019 and will therefore be applicable for the company from 1 July 2019.

The financial impact of the new accounting standard is being determined by management.

**Standard/Interpretation Nature of Change**

AASB 16 Leases

AASB 16 was issued in February 2016. It will result in almost all leases being recognised on the balance sheet, as the distinction between operating and finance leases is removed. Under the new standard, an asset (the right to use the leased item) and a financial liability to pay rentals are recognised. The only exceptions are short term and low-value leases.

The accounting for lessors will not significantly change.

**Impact and date of adoption**

Mandatory for financial years commencing on or after 1 January 2019 and will therefore be applicable for the company from 1 July 2019.

The financial impact of the new accounting standard is being determined by management.

**2. Revenue and Other Income**

	2019	2018
	\$	\$
<b>Revenue from continuing operations</b>		
Provision of services		
- Client fees	14,608,320	8,630,595
- Grant funding	133,364,473	137,111,923
	<b>147,972,793</b>	<b>145,742,518</b>
Other revenue		
- Interest revenue	91,793	262,465
- Donations	61,117	17,964
- Trading income	148,797	119,560
- Non-reciprocal asset contributions	-	24,500
- Other revenue	1,090,153	722,603
	<b>1,391,860</b>	<b>1,147,092</b>
<b>Total Revenue and Other Income</b>	<b>149,364,653</b>	<b>146,889,610</b>

**3. Result for the Year**

The following significant expense items are relevant in explaining the financial performance:

<b>Expenses</b>		
Depreciation and Amortisation	2,922,075	2,636,843
Rental expense on operating leases	4,497,513	4,294,385

**4. Cash and Cash Equivalents**

	2019	2018
	\$	\$
<b>Cash at bank</b>	<b>2,169,243</b>	<b>13,013,713</b>

Cash at the end of the financial year is reconciled to items in the statement of cash flows.

**Bank Guarantees**

The Company has bank guarantees with the bank as the bond for certain rental properties. This amounted to \$416,730 (2018:416,730).

**5. Trade and Other Receivables**

CURRENT		
Trade receivables	3,270,099	6,912,429
Loss allowance	(972,047)	(1,553,471)
	<b>2,298,052</b>	<b>5,358,958</b>
Staff loans	16,889	22,591
Other receivables	277,596	77,234
<b>Total current trade and other receivables</b>	<b>2,592,537</b>	<b>5,458,783</b>

**6. Other Assets**

CURRENT		
Prepayments	2,313,271	1,887,955
Accrued income	14,324,294	12,976,417
Other current assets	457,173	405,880
	<b>17,094,738</b>	<b>15,270,252</b>

The accompanying notes form part of these financial statements.

The accompanying notes form part of these financial statements.

## 7. Property, Plant and Equipment

	2019	2018
	\$	\$
Freehold Land and Building held at fair value	13,135,000	14,425,000
Plant and equipment		
At cost	8,206,684	7,243,020
Accumulated depreciation	(4,734,057)	(3,423,322)
<b>Total plant and equipment</b>	<b>3,472,627</b>	<b>3,819,698</b>
Motor vehicles		
At cost	8,727,105	9,513,115
Accumulated depreciation	(5,647,101)	(5,781,224)
<b>Total motor vehicles</b>	<b>3,080,004</b>	<b>3,731,891</b>
<b>Total plant and equipment</b>	<b>6,552,630</b>	<b>7,551,589</b>
<b>Total property, plant and equipment</b>	<b>19,687,630</b>	<b>21,976,589</b>

	Land and Buildings	Plant and Equipment	Motor Vehicles	Total
	\$	\$	\$	\$
Balance at the beginning of year	14,425,000	3,819,698	3,731,891	21,976,589
Additions	-	1,017,997	888,364	1,906,361
Revaluation decrement	(1,105,005)	-	-	(1,105,005)
Disposals - written down value	-	(16,918)	(151,322)	(168,240)
Depreciation expense	(184,995)	(1,348,150)	(1,388,930)	(2,922,075)
<b>Balance at 30 June 2019</b>	<b>13,135,000</b>	<b>3,472,627</b>	<b>3,080,003</b>	<b>19,687,630</b>

### (a) Asset revaluations

The Directors have established a policy that a full valuation will be obtained every three years. Directors' valuations are determined in the intervening period. In the current period, a mixture of independent valuations and Directors' valuations were obtained. The assumptions underlying the values for land and buildings (including those made by the valuers) were reviewed by the Directors on the 30 June 2019. They have concluded that these assumptions remain materially unchanged and are satisfied that carrying value does not exceed the recoverable amount of land and buildings at 30 June 2019. The valuation resulted in a revaluation decrement of \$1,105,005 being recognised in the revaluation reserve for the year ended 30 June 2019.

### (b) Restricted assets

The Company's financial statements include assets which are restricted by externally imposed conditions, for example funding agreement requirements. The titles of these assets are held by the Company. These assets are only available for application in accordance with the terms of the funding agreement. Should the services cease for which the funding was provided, or the funding withdrawn, the assets are required to be returned to the government entity or to another organisation as directed by the government entity.

	2019	2018
	\$	\$
Land and Buildings	8,755,000	9,185,000
<b>Total</b>	<b>8,755,000</b>	<b>9,185,000</b>

The accompanying notes form part of these financial statements.

### (c) Leasehold Assets

The Company's financial statements include Crown Reserves within the land and buildings balance on the balance sheet over which the Company has been appointed Trust Manager. Lifestyle Solutions has constructed a building upon this land which is carried at Fair Value.

## 8. Trade and Other Payables

	2019	2018
	\$	\$
CURRENT		
Trade payables	2,741,604	2,164,463
Sundry payables and accrued expenses	4,781,120	9,285,916
GST payable	133,881	210,468
Other payables	1,813,964	4,438,621
Provision for Annual Leave*	5,798,231	4,796,156
	<b>15,268,800</b>	<b>20,895,624</b>

\*Reclassified from current provisions.

## 9. Borrowings

	2019	2018
	\$	\$
CURRENT		
Secured liabilities:		
Bank loans	2,621,649	1,620,889
Lease liability	1,482,328	1,421,858
<b>Total current borrowings</b>	<b>4,103,977</b>	<b>3,042,747</b>
NON-CURRENT		
Secured liabilities:		
Lease liability	1,717,354	2,396,158
Bank loans	-	943,262
<b>Total non-current borrowings</b>	<b>1,717,354</b>	<b>3,339,420</b>

### (a) Total current and non-current secured liabilities

Loans	2,621,649	2,564,151
Finance lease obligations	3,199,682	3,818,016
	<b>5,821,331</b>	<b>6,382,167</b>

### (b) The carrying amounts of non-current assets pledged as security are:

Land and buildings	13,135,000	14,425,000
Plant and equipment	3,472,627	3,819,698
Motor vehicles	3,080,003	3,731,891
	<b>19,687,630</b>	<b>21,976,589</b>

The bank debt is secured by a registered first mortgage over certain freehold properties owned by the company.

Borrowings are secured by way of a fixed and floating charge over the assets of the company.

### (c) Leased Liabilities

Leased liabilities are secured by the underlying leased assets.

The accompanying notes form part of these financial statements.

#### (d) Loan Facility

As at 30 June 2019 the company had unused bank facilities of \$5,576,051 (2018: \$417,412).

#### The facilities in place are:

	2019	2018
	\$	\$
Overdraft Facility	4,500,000	-
Finance leasing facility	4,500,000	4,500,000
Business lending – bank guarantees	416,730	416,730
	<b>9,416,730</b>	<b>4,916,730</b>

#### 10. Provisions

	2019	2018
	\$	\$
CURRENT		
Provision for Long Service Leave	87,610	89,420
Provision for Make Good	1,632,792	1,422,456
Restructure Provision	500,000	-
	<b>2,220,402</b>	<b>1,511,876</b>
NON-CURRENT		
Provision for Long Service Leave	922,194	607,324
Provision for Make Good	258,081	388,824
	<b>1,180,275</b>	<b>996,148</b>

#### 11. Other Liabilities

Deferred Income	<b>2,851,068</b>	<b>7,147,284</b>
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#### 12. Capital and Leasing Commitments

##### (a) Operating lease commitments

Non-cancellable operating leases contracted for but recorded as liabilities in the financial statements

	2019	2018
	\$	\$
- no later than 1 year	1,281,176	1,803,922
- between 1 year and 5 years	774,924	1,944,057
- more than 5 years	-	-
	<b>2,056,100</b>	<b>3,747,979</b>

Operating lease commitments are made up of non-cancellable property leases with rent payable in advance. Property lease terms and provisions are negotiated on a lease by lease basis and may include provisions for minimum lease payments to be indexed in line with CPI each year. Property leases under a week by week arrangement have been included at their statutory notice period. These leases may be cancelled by either party subject to statutory lease requirements.

#### 13. Prior Period Restatement: understatement of employee benefit expenses

During the prior year management became aware that a certain group of care givers based in WA had been underpaid. As a consequence, an estimate of the underpayment was calculated in relation the period of service provided. During the current year there were further payments identified which have been adjusted.

The provision for underpayment has been accounted for by restating each of the affected financial statement line items for the prior periods as follows:

The accompanying notes form part of these financial statements.

Balance sheet extract	30 June 2018	Increase/decrease	30 June 2018 (restated)
	\$	\$	\$
Current liabilities	(30,461,828)	(2,135,705)	(32,597,533)
<b>Net assets</b>	<b>20,921,942</b>	<b>(2,135,705)</b>	<b>18,786,237</b>
Retained earnings	18,093,723	(2,135,705)*	15,958,018
<b>Total equity</b>	<b>20,921,943</b>	<b>(2,135,705)</b>	<b>18,786,238</b>

\*\$1,654,152 of this adjustment relates to 1 July 2017 and prior.

Statement of profit or (loss) and other comprehensive income extract	2018	Profit Increase/decrease	2018 (restated)
	\$	\$	\$
Employee benefit expense	(100,505,316)	(481,552)	(100,986,868)
Surplus for the year	906,872	(481,552)	425,320

#### 14. Contingent Liabilities and Contingent Assets

The Company has no material contingent liabilities as at the reporting date (30 June 2019: nil).

#### 15. Cash Flow Information

##### Reconciliation of profit for the year to net cash flows from operating activities

	2019	2018
	\$	\$
<b>Cash flows from Operating Activities</b>		
Surplus for the year	(3,478,960)	425,320
Depreciation and Amortisation	2,922,075	2,636,843
Gain on disposal of fixed assets	(307,147)	101,297
<i>Changes in net assets and liabilities</i> (Increase) / decrease in Assets:		
Trade and other receivables	2,866,246	90,091
Other Assets	(1,824,486)	(6,302,030)
Increase / (decrease) in Liabilities:		
Trade and other payables	(5,626,823)	2,389,163
Other financial liabilities	(4,296,216)	(8,930,067)
Provisions	892,653	37,222
<b>Net Cash generated by operating activities</b>	<b>(8,852,660)</b>	<b>(9,552,161)</b>

#### 16. Related Party Transactions

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Transaction with related parties:

##### (a) Key management personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity is considered key management personnel.

The accompanying notes form part of these financial statements.

	2019	2018
	\$	\$
Key management personnel compensation:		
- short term benefits	1,390,168	1,375,614
- post-employment benefits	-	80,192
	<b>1,390,168</b>	<b>1,455,806</b>

#### (b) Other related parties

Other related parties include immediate family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel, individually or collectively with their immediate family members.

#### (c) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.  
Loans to related parties are unsecured with no repayment terms or interest payable.  
Close family members of key management personnel were employed by the entity in the current year.

#### Asset revaluation reserve

The asset revaluation reserve records unrealised gains on revaluation of property, plant and equipment recorded at fair value.

#### 17. Reserves

The registered office of the company is:  
Lifestyle Solutions (Aust) Ltd  
33 Fern Street  
ISLINGTON NSW 2296

#### 18. Company Details

The principal places of business are:  
Lifestyle Solutions (Aust) Ltd  
33 Fern Street  
ISLINGTON NSW 2296

The accompanying notes form part of these financial statements.

## Responsible Person's Declaration

The Directors declare that:

(a) in the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts

as and when they become due and payable; and

(b) in the Directors' opinion, the attached financial statements and notes thereto are in accordance with the

Australian Charities and Not-for-profits Commission Act 2012, including compliance with accounting standards and

giving a true and fair view of the financial position and performance of the company.

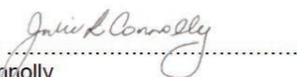
Signed in accordance with a resolution of the directors made pursuant to s.60.15 of the Australian Charities and

Not-for-profits Commission Regulation 2013.

On behalf of the Directors

Director:

Julie Connolly



Director:

Andrew Knight



18 November 2019

The accompanying notes form part of these financial statements.



## Independent auditor's report

To the members of Lifestyle Solutions (Aust) Ltd

### Report on the concise financial report

#### Our opinion

In our opinion, the accompanying concise financial report of Lifestyle Solutions (Aust) Ltd (Lifestyle Solutions or the Company), including the discussion and analysis, for the year ended 30 June 2019 complies with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

The Company's concise financial report derived from the financial report of the Company for the year ended 30 June 2019 comprises:

- the statement of financial position as at 30 June 2019
- the statement of profit or loss and other comprehensive income for the year then ended
- the statement of changes in equity for the year then ended
- the statement of cash flows for the year then ended
- the related notes
- the discussion and analysis.

#### 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 concise financial report* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion

#### Independence

We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* 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 concise financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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#### Emphasis of Matter – reissue of financial report

We draw attention to Note 1 in the financial report which indicates that the financial report of Lifestyle Solutions (Aust) Ltd has been revised and reissued. This audit report supersedes our audit report on the previously issued financial report, dated 18 October 2019. Our opinion is not modified in respect of this matter.

#### Concise financial report

The concise financial report does not contain all the disclosures required by the Australian Accounting Standards in the preparation of the financial report. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the financial report and the auditor's report thereon. The concise financial report and the financial report do not reflect the effects of events that occurred subsequent to the date of our report on the financial report.

#### The financial report and our report thereon

We expressed an unmodified audit opinion on the financial report in our report dated 18 November 2019.

#### Responsibilities of the directors for the concise financial report

The directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports*, and the *Corporations Act 2001*, and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report.

#### Auditor's responsibilities for the audit of the concise financial report

Our responsibility is to express an opinion on whether the concise financial report, complies in all material respects, with AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complied with AAS 1039 *Concise Financial Reports* based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

*PricewaterhouseCoopers*  
PricewaterhouseCoopers

*C. Mara*  
Caroline Mara  
Partner

Newcastle  
18 November 2019

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