



Waratah Respite Services
Flexible Respite Options

2020-2021
ANNUAL REPORT

for year ending 30 June 2021

Waratah Respite Centre
(Mid North Coast) Inc

Trading as Waratah Respite Services



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Waratah Respite Services would like to acknowledge the traditional custodians of country throughout Australia, in particular the Gumbaynggirr nation where we work, and their continuing connection to land, sea and community. We pay our respect to them and their cultures, and to the elders both past and present.



We celebrate diversity, foster inclusion and value a community where everyone belongs

Our Mission

To be leaders in flexible respite options; assisting carers and the person they care for to enjoy the best possible quality of life.

Our Vision

A community where carers can choose to maintain their loved ones at home for as long as practicable and desirable through the availability of a range of flexible, person centred respite options.

Our Values

At Waratah Respite Services we value and promote:

- supporting individuality, choice and “quality of life” decisions
- person centred care targeted to individual needs
- active engagement of families/carers
- a culturally appropriate service
- acting at all times in the best interests of the service user
- equity of access
- a safe and reliable service
- flexibility
- compliance with regulatory requirements
- professionalism

Our History

The Waratah Respite Centre was first opened in 1987 as an Adult Day Care Centre in Azalea Ave Coffs Harbour. In 1991 the service relocated to the current Waratah Respite Centre which was built with Home and Community Care (HACC) funding. HACC services were designed to assist older, frail people or those with disabilities continue living at home.

In 1993 funding was acquired through the National Respite for Carers Program (NRCP) to provide evening respite for carers of adults with disabilities.

In 1994 following extensive community lobbying and fundraising our six (6) bed “Maureen Guthrie Cottage” was opened to provide carers overnight respite. The Cottage was furnished with the assistance of our long term Management Committee member Mr Des Kingdom and Coffs City Rotary Club. The Cottage is classified as a residential aged care facility and as such is required to meet all the Quality Standards for residential aged care.

In 2005 extensions to include staff amenities were undertaken. This extension was the result of several years of fund raising by the very proactive Management Committee and a substantial donation from a community member.

Waratah Respite Services has a long & proud history of delivering flexible respite options for older people, those living with dementia or other disabilities, and their carers living on the Coffs Coast & surrounds. Our unique service model offers Centre based social support groups and overnight respite in cottage style accommodation. Throughout the years the service has impacted positively on the independence, wellbeing and socialisation of our clients and enabled them to avoid premature placement in residential aged care.

Today we offer centre based social support and respite care in Coffs Harbour and Woolgoolga as well as flexible overnight respite in our Maureen Guthrie Cottage for older people, those living with dementia and their carers.

ABOUT US / GOVERNANCE

Waratah Respite Services is a not-for-profit, non-government, incorporated community based organisation registered with the Australian Charities and Not-for-profits Commission (ACNC).

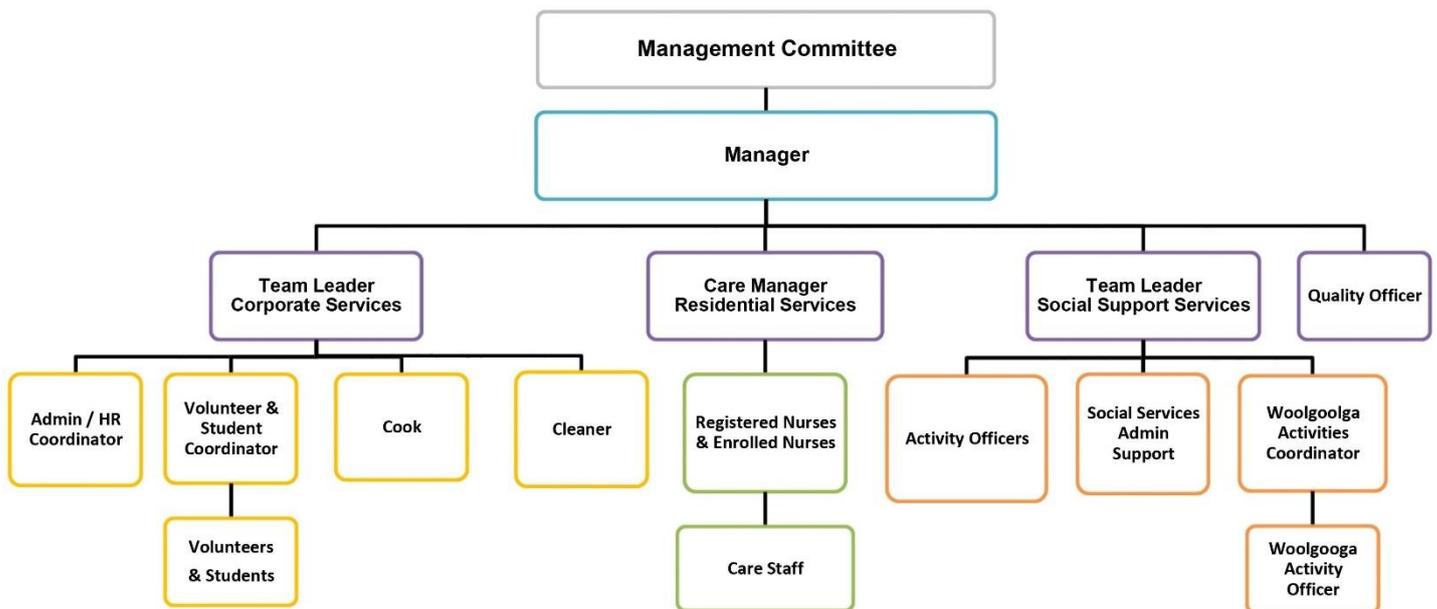
Our volunteer Management Committee is made up of committed people who possess diverse skills and broad community, carer and government sector experience, and this wealth of experience continues to serve the Association well. The Management Committee meets monthly to manage the affairs and provide oversight of the financial & organisational performance of the organisation.

The Management Committee delegates the day to day management of the services to the Manager. As well as regular staff meetings, we also have a Finance Sub Committee, a Clinical Care, Risk and Improvement Committee, and a Work Health and Safety Committee operating throughout the 2020-21 financial year.

Our overnight respite Cottage is fully accredited and our Centre Based Day Programs have also passed quality audits.



Waratah Respite Services
Flexible Respite Options
Management Structure



OUR PEOPLE

Management Committee members (as at 30 June 2021)

Mrs Colleen Hull
Chairperson



Mr Des Kingdom
Vice Chairperson



Mr Philip McLean
Treasurer



Mr Chris Spencer
Secretary



Mrs Denise McNally
Member



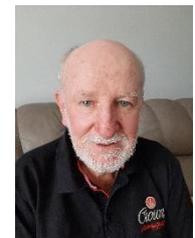
Mrs Maureen Jones
Member



Mr Vince Carroll
Member



Mr Owen McCosker
Member
Commenced April 2021



Resigned Members

Mr Gurk Singh
Member
Resigned March 2021



On Leave Members

Mr Ken Ryan
Treasurer
On Leave from March 2021



Employees (as at 30 June 2021)

Waratah Respite Services

Our Staff



Judy
Manager



Melanie
Team Leader Corporate
Services (Job Share)



Samantha
Team Leader Corporate
Services (Job Share)



Lorraine
Care Manager



Sam
Team Leader
Support Services



Samantha
Admin & HR
Coordinator



Kim
Volunteer &
Student
Coordinator



Chris
Registered
Nurse



Vicky
Enrolled
Nurse



Kim
Enrolled
Nurse

Waratah Centre Activity Officers



Ella



Diane



Cory



Brendan



Julie
Admin Support

Care Service Employee



Jan
Cook



Lyn
Quality
Project
Officer



Lyn



Lorena



Leanne



Sue



Rhonda



Gabrielle



Karen
Cleaner



Cory



Agi

Seagulls Centre



Ella
Activity
Coordinator



Diane
Activity
Officer

Volunteers and Students

We could not do without our wonderful volunteers. Kim Bown continues in the role of Volunteer/Student Coordinator to support and organise their work at Waratah and Seagulls.

Not counting the Waratah Gadabouts, we had a total of 15 regular volunteers as at 30 June 2021. The volunteers help with the client activities, cooking, and providing much needed emotional and social support to the clients. Volunteers also provide another set of eyes and ears and our service could not provide such high-quality service without them.

To show our ongoing appreciation we celebrated National Volunteers Week 17-23 May 2021. Volunteers were presented with trinket boxes which were decorated by our clients along with a 2021 badge with the theme Recognise, Reconnect, Reimagine.

Our volunteers also starred in one of our Facebook posts and we would like to particularly thank Chris, Maureen, Dani, Betty and Janice for taking part in the video.

This year we hosted and supported 54 students at the Waratah Centre: 9 students were undertaking the Certificate III in Individual Support, 15 students had a walk through, and 30 attended medication training which came to us through the Coffs Harbour Community College.

Thank you to all our clients who agreed to assist the students in their practical skills, to the staff for their mentoring and teaching skills, and of course Kim for her support and organisation of the students.



PRESIDENT'S REPORT



2020-21 has been another very challenging year, with COVID-19 changing the way we had to deliver our Day Programs.

On behalf of the Management Committee, I would like to acknowledge our Manager, Judy Bartholomew and all the staff and volunteers for the wonderful work they do. The year was again extremely difficult and I continue to be impressed by the way the staff adapt and rise to all the challenges thrown at them. Well done to you all.

Until the end of March 2021, our Coffs Harbour Day Program had to relocate from our Waratah Centre to other locations in Coffs Harbour, and we were very fortunate to find an alternative venue at the Masonic Lodge in Mackays Rd. I would like to thank Phil and the Coffs Harbour Freemasons Association for their support during this time.

We continue to receive very positive feedback from clients and families about the Day Programs at Coffs Harbour and Woolgoolga, and the overnight respite Cottage. In June, we received notification from the Aged Care Quality and Safety Commission that the Cottage accreditation had been extended for another 12 months without a site visit.

I would like to sincerely thank all members of our Management Committee for their dedication and contributions to the effective governance of our organisation. We had a couple of changes to the Committee during the year with the resignation of Gurk Singh in March 2021, and our Treasurer Ken Ryan commencing a leave of absence from March 2021. I would like to thank them both for their invaluable contribution to the Committee and the Organisation, and wish them all the very best.

We welcomed back Chris Spencer to the Committee in the Secretary role from a leave of absence, and were very pleased to have Owen McCosker join the Committee in April 2021.

I would like to express the organisations sincere thanks to the Waratah Gadabouts for their ongoing fund raising activities, and to all our donors for their generosity and support. As a not-for profit organisation, all funds raised go back into our service for the benefits of our clients. we are very grateful and appreciative to be the recipients of their fundraising activities.

Finally, thank you to our clients and carers for your continued input into the services we provide and for your ongoing support and patience during this time.

A handwritten signature in black ink, appearing to read 'Colleen Hull', written in a cursive style.

Colleen Hull

MANAGER'S REPORT



What a year (again)!!

To say it has been challenging is probably an understatement but we have also achieved some amazing outcomes and I am so grateful that all our clients and staff have come through safely so far.

COVID-19 dominated our service and lives again this year. Our Day Programs were able to operate for most of the year, although the Coffs Harbour service had to change location until we were able to return to the Waratah Centre in March.

I'd like to commend and thank the Day Program staff for their amazing versatility and willingness to adapt to these changes and still provide the very best quality of service and care to our clients.

While we have been unable to provide some activities, such as bus trips and choir practice due to COVID-19 restrictions, the staff have worked hard to adapt activities to ensure maximum safety as well as client enjoyment. This included moving from singing to percussion and abiding by all the COVID infection controls measures to help ensure client safety.

Our respite Cottage continued to operate during this period, providing much needed respite for carers and families and again I would like to acknowledge the Cottage staff for implementing the COVID-19 infection control practices and for their care of our clients. Cottage staff also had to pick up extra roles that Day Program and kitchen staff usually do, and I thank them all so much for their willingness to do this.

We have had a few staff changes over the year and for those who left Waratah, including Suzi Small, Chris Smith, Caron Hardy and Shannon Pulleine, I would like to thank them for their work with Waratah and for the care they provided to our clients.

I would like to welcome those who have joined us, including Agi Purzycka and welcome back Helen Atkinson RN.

Even with COVID-19 we had some amazing achievements including finishing our Aboriginal Engagement Strategy and our Diversity Action Plan. These help us to ensure that we continue to improve access to our services and foster a culture of inclusiveness and welcome to all people.

I would like to thank the Management Committee members for their ongoing support and commitment to the effective governance of Waratah.

It is a privilege to work with Waratah's team of dedicated staff and volunteers, who, no matter what their role, demonstrate amazing commitment to the service and to our clients. I am very much looking forward to continuing to work with all our clients, carers and staff over the coming year.

Thank you to everyone involved in Waratah for your support.

A handwritten signature in blue ink, appearing to read 'J. Bartholomew'.

Judy Bartholomew

OUR STAFF OBJECTIVES AND ACTIVITIES

Our Staff Goals include:

- 1) Teamwork is a priority
- 2) The workplace is inclusive for everyone
- 3) Staff feel supported and comfortable speaking up about any concerns or ideas
- 4) Staff are flexible
- 5) Our clients are happy and partners in the services they receive
- 6) Carers are satisfied and confident in our care
- 7) Increase the number of clients accessing the service from our target group

Management Team members have also strengthened our partnerships with other service providers throughout the year including:

- Other Day Program/Centre Based services on the Mid North and North Coast as well as Victoria
- Local community aged care providers
- Local residential aged care providers
- ACAT/RAS assessors
- GPs
- Specialists
- MNC Local Health District
- Primary Health Network
- Dementia Australia

Training and Development

Monthly education sessions were also provided on the following:

- Fire drills and evacuation
- Aboriginal Awareness
- Infection prevention and control
- Promoting Equality, Diversity and Inclusion
- Serious Incident Response Scheme
- Mandatory Quality Indicators
- Caring for people with dementia

Care staff also completed annual clinical competencies, including manual handling, medication administration and food safety.

Staff / Management Committee members attended:

- Harbour Side Markets
- National Day Centre providers seminar
- 2AirFM radio interview



SERVICE DELIVERY OUTCOMES/HIGHLIGHTS

Social support

The Social Support program for older people and those living with dementia is funded under the Commonwealth Home Support Program (CHSP). The Commonwealth Department of Health extended funding from 1 July 2020 for another two years.

During the 2020-21 financial year, the Social Support Program:

- Provided 12,930hrs of support (which was below our target of 37,102hrs due to COVID-19 concerns)
- Provided service to 34 clients with 1,050 attendances



Centre Based Respite

The Centre Based Respite program for carers of older people and those living with dementia is also funded under the Commonwealth Home Support Program (CHSP). The Commonwealth Department of Health extended funding from 1 July 2020 for another two years.

During the 2020-21 financial year, the Centre Based Respite service:

- Provided 2,262hrs of support (which was below our target of mainly due COVID-19 concerns)
- Provided services to 13 clients with 334 attendances



Home Care Package Clients

While our Day Programs are funded under the CHSP, we are still able to offer services to clients who have Home Care Packages in some circumstances.

During the 2020-21 financial year the service:

- Provided 13,835hrs of support
- Provided services to 46 clients with 1,977 attendances



NDIS Participants

While most of our younger clients have transitioned to other services and social support, we still had 4 clients who wished to continue attending Waratah. This equated to 890 hrs of service provided with 159 attendances.



Complaints:

Complaints were received regarding:

- A client arriving home with unsatisfactory personal care standard on two occasions - staff involved were spoken to, to be more vigilant and this was resolved.

These complaints are taken very seriously and actions have been taken to rectify the issues to the satisfaction of the client/carer, along with our sincere apologies.

Service Improvement Highlights for the CHSP Program:

- Resume Day Program post COVID lock down
- Ensured COVID screening and infection control measures in place
- Move from Choir or percussion (to comply with COVID safe directives)
- Move back to the Waratah Centre for Coffs Harbour clients
- Work with local the AbCare Elders group on a mural design for the Centre
- Diversity Action Plan developed



Planned activities for 2021-22

- Official unveiling of our Brentyn Lugnan Waratah mural at the front of the Centre
- Repaint Waratah Centre exterior and include planter boxes to make the front entrance more inviting
- Increase service promotion and networking opportunities to increase client numbers
- Resume services in a COVID safe manner

Overnight Respite Services

The Waratah six bedroom overnight residential respite service (Maureen Guthrie Cottage) was reviewed in September 2018 and reaccredited for another three years to January 2022. We subsequently received advice that our service had been granted an additional twelve months accreditation until January 2023.

During the 2020-21 financial year the Cottage:

- Provided 37,170 hrs of respite (70.7% of capacity) compared to 33,480hrs in 2019-20.
- Provided service to 77 individual clients
- Took 146 bookings
- Had a maximum staff ratio of 1:6 clients

The service continues to receive overwhelmingly positive feedback from our clients and carers. However, there were some complaints.

Complaints:

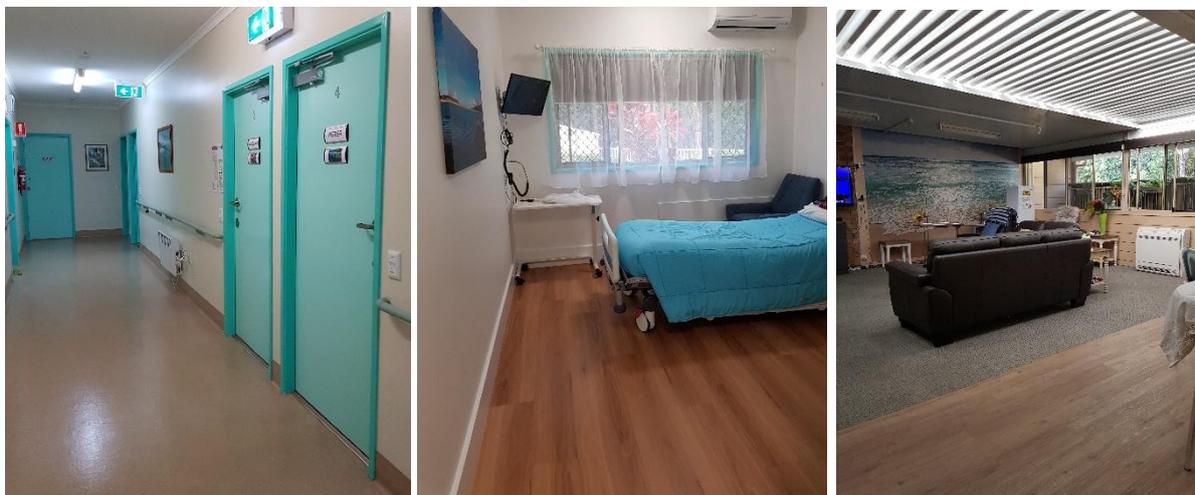
Complaints / concerns were received regarding:

- A client arriving back home with unsatisfactory personal care standard applied – staff spoken to and it has not happened again
- Bathrooms cold in winter – heaters installed
- Attitude of a staff member – staff member no longer working at Waratah
- Could improve compression stocking donning – additional staff training provided
- Clients unable to bring in seafood to share with other clients – food policy updated and explained to families/clients

These complaints are taken very seriously and actions have been taken to rectify the issues to the satisfaction of the client/carer, along with our sincere apologies.

Service Improvement Highlights:

- Replaced the flooring in Cottage bedrooms 2,3,4,5
- Replaced floor in lounge/dining area
- Provide individual client activity boxes
- Replace the old nurse call system
- Paint Cottage bedroom doors
- Increase client independence
- Provide a COVID-19 safe environment
- Finalise COVID-19 Outbreak Management Plan
- Update clinical care policies



Planned activities for 2021-22

- Move to a new Client Management system and electronic medication system
- Replace part of the roof in the lounge/dining area to reduce the sound of rain
- Improved hot water system for client showers
- Written breakfast menu to ensure clients can choose what they would like for breakfast
- Replace bathroom floors in rooms 1 and 6 to ensure improved shower drainage
- Replace wardrobes in the bedrooms and repaint rooms as needed
- Finalise move to a single Pharmacy to reduce the amount of documentation and medication discrepancies

TREASURER’S REPORT



It is with pleasure I present the Treasurer’s Report for the 2020-2021 financial year, ending 30 June 2021.

The Organisation is again in a strong financial position. The continued diligence and oversight of Ken Ryan as Treasurer until taking leave in March and then myself, the Waratah Management Committee, Finance Officer and Manager has ensured that financial decisions made have resulted in us operating as a financially viable service.

I would especially like to thank the Finance Office, Melanie Spiers for all her assistance as I took on the Treasurer role.

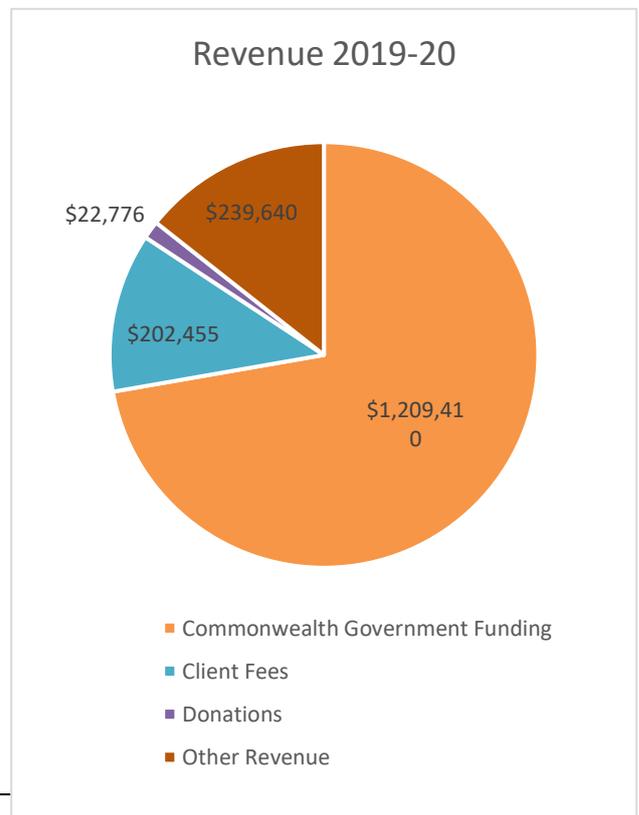
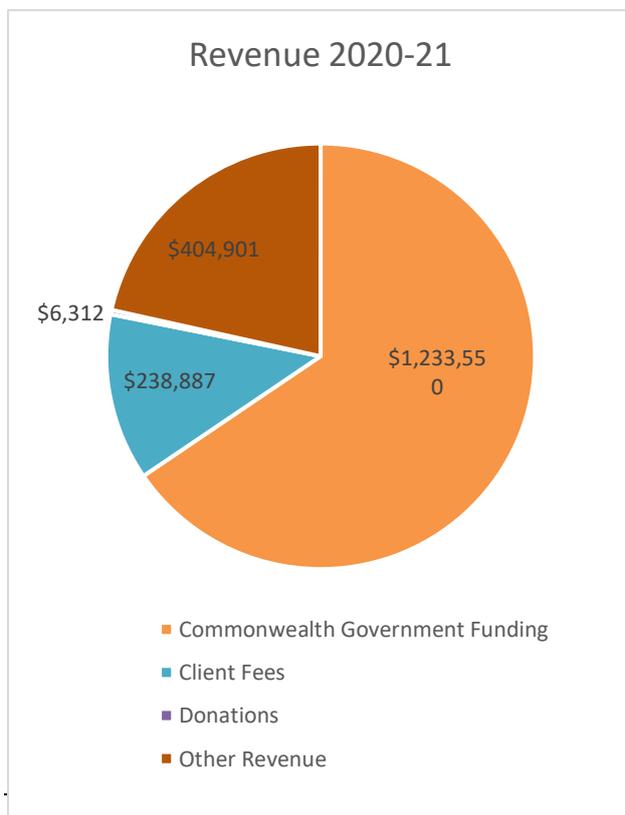
While our expenses for 2020-21 were higher than the previous year, due to the impacts and associated costs with COVID-19, the additional government funding supports have greatly assisted in ensure our service is financially strong. While the majority of our revenue is from Commonwealth Government funding, we continue to raise funds through other means to support the work we do.

The pie chart below reflects the income revenue for this year and last.

Total revenue for 2020-21 was \$1,883,650 compared with \$1,674,281 for 2019-2020

This is made up of:

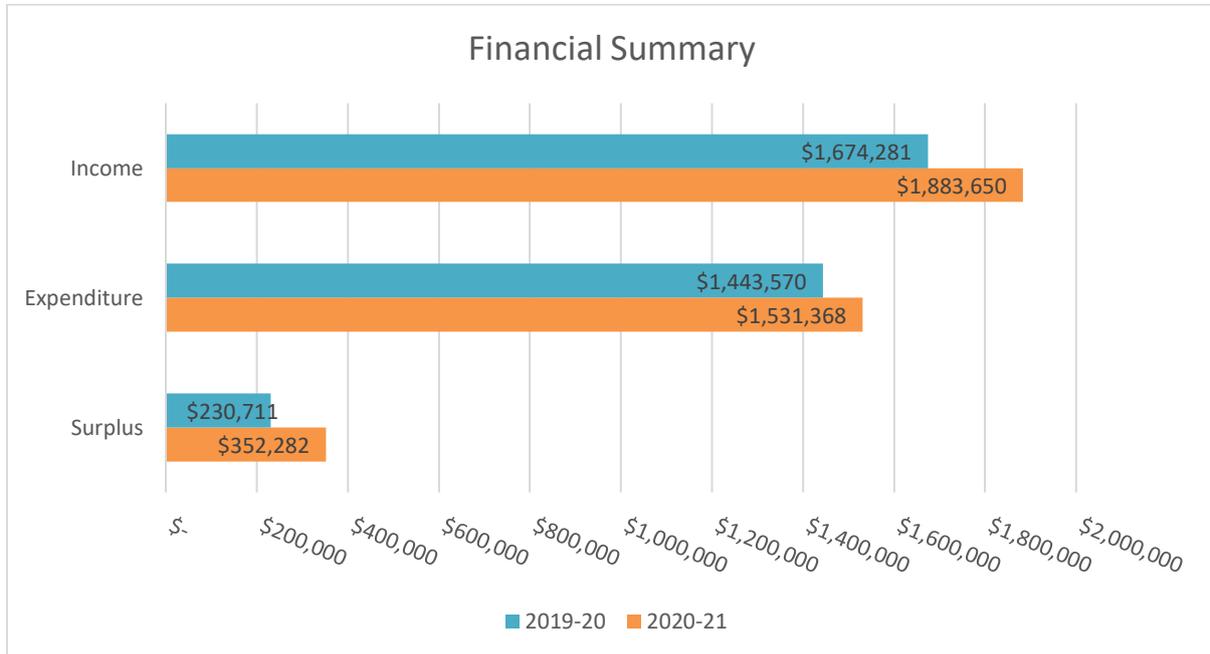
- Commonwealth Government funding: \$1,233,550 compared with \$1,209,410 for the previous year
- Other revenue, including client fees, donations and all other revenue: \$650,100 compared to \$464,871 for the previous year.



Expenditure for 2020-21 was \$1,531,368 compared with \$1,443,570 for 2019-2020.

This equates to a surplus of \$352,282 for 2020-21, which is an increase from \$230,711 for 2019-2020

As a not-for-profit organisation, all surplus funds are directed back into the service to assist us purchase one-off equipment or activity resources, and to increase the quality and variety of our services.



Phil McLean

AUDITOR'S REPORT

Waratah Respite Centre (Mid North Coast) Incorporated

ABN: 68 181 413 460

Financial Statements

For the Year Ended 30 June 2021

Excerpt

Committee's Report 30 June 2021

The committee members submit their report, together with the financial statements of the Association for the financial year ended 30 June 2021.

Committee members

The following persons were committee members of the incorporated association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Colleen Hull	Continuing
Ken Ryan	Leave of Absence
Desmond Kingdom	Continuing
Phil McLean	Continuing
Maureen Jones	Continuing
Chris Spencer	Continuing
Gurk Singh	Resigned March 2021
Denise McNally	Continuing
Vincent Carrol	Continuing
Owen McCosker	Appointed April 2021

Principal activities

The principal activities of the Association during the financial year were to provide social support to frail older people and those with dementia, and provide short term overnight and Centre based respite to their family carers throughout Coffs Harbour, Woolgoolga and surrounds.

Significant changes

No significant change in the nature of these activities occurred during the year.

Objectives

The Association's short term objectives are to:

- address any recommendation identified by the Auditor in the annual management letter
- monitor the budget to reduce non-essential expenditure
- maintain flexibility to respond to changes in community needs and changes in government policy
- ensure the best possible quality care to clients and carers
- implement the new Quality Aged Care Standards

The Association's long term objectives are to:

- to be leaders in flexible respite options; assisting carers and the person they care for to enjoy the best possible quality of life
- to be an accredited provider of residential and Centre based, respite services to strengthen the financial position of the organisation

Strategy for achieving the objectives

To achieve these objectives, the Association has adopted the following strategies:

- semiannual finance subcommittee meetings to monitor more closely the financial affairs of the Association
- monthly Treasure reports to the Committee
- the implementation of the strategic and operational plans to direct the effort
- a model of continuous improvement to ensure the organisation continues to improve in all aspects of service management and delivery and adapts to the needs of its clients, funders and the wider community
- robust human resource management systems
- focus on enablement and person centred care through individual care and activity planning
- focus on partnerships with clients in service development, delivery and evaluation
- respond to community need and offer choice and flexibility in respite options

Performance measures

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

- cyclic monitoring and review of services against aged care quality standards
- maintenance of accredited provider status
- staff satisfaction, high retention rates and stable management
- planning for continuous improvement across all business streams to achieve organisational objectives
- effective planning, control, monitoring and management of limited financial and human resources
- client satisfaction
- quality service delivery that demonstrates the implementation of wellness, enablement & individual care

Operating result

The profit/(loss) of the Association for the financial year after providing for income tax amounted to \$352,282 (2020: \$ 230,711).

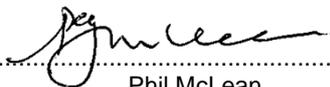
Signed in accordance with a resolution of the Members of the Committee:

Chair:.....



Colleen Hull

Treasurer:.....



Phil McLean

Coffs Harbour - Dated: 26 October 2021

**Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2021**

	Note	2021 \$	2020 \$
Service revenue	4	1,567,660	1,446,470
Other income	4	315,990	227,811
Employee benefits expense		(1,172,430)	(1,087,757)
Depreciation and amortisation expense		(58,610)	(52,731)
Occupancy expenses		(14,870)	(25,515)
Utilities		(15,839)	(13,368)
Repairs and building maintenance		(26,404)	(26,855)
Cleaning and laundry service costs		(14,238)	(12,666)
Motor vehicle expenses		(6,392)	(11,599)
Client expenses		(90,578)	(73,868)
Insurances		(15,884)	(15,293)
Office expenses		(40,802)	(65,854)
Other expenses		(75,321)	(58,064)
Surplus/(deficiency) before income tax		352,282	230,711
Income tax expense		-	-
Surplus/(deficiency) for the year		352,282	230,711
Other comprehensive income			
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year attributable to the members of the entity		352,282	230,711

**Statement of Financial Position
As at 30 June 2021**

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	1,020,550	579,327
Trade and other receivables	6	25,310	90,135
Other assets		22,928	-
TOTAL CURRENT ASSETS		<u>1,068,788</u>	669,462
NON-CURRENT ASSETS			
Property, plant and equipment	7	744,732	764,728
TOTAL NON-CURRENT ASSETS		<u>744,732</u>	764,728
TOTAL ASSETS		<u>1,813,520</u>	1,434,190
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	48,545	35,322
Employee benefits	9	87,070	71,360
TOTAL CURRENT LIABILITIES		<u>135,615</u>	106,682
NON-CURRENT LIABILITIES			
Employee benefits	9	16,477	18,362
TOTAL NON-CURRENT LIABILITIES		<u>16,477</u>	18,362
TOTAL LIABILITIES		<u>152,092</u>	125,044
NET ASSETS		<u>1,661,428</u>	1,309,146
EQUITY			
Retained earnings		<u>1,661,428</u>	1,309,146
TOTAL EQUITY		<u>1,661,428</u>	1,309,146

Statement of Cash Flows
For the Year Ended 30 June 2021

	2021	2020
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	2,055,571	1,644,328
Payments to suppliers and employees	(1,575,181)	(1,479,207)
Interest received	5,059	5,202
Net cash provided by/(used in) operating activities	<u>485,449</u>	<u>170,323</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	<u>(44,226)</u>	(43,163)
Net cash used by investing activities	<u>(44,226)</u>	(43,163)
Net increase/(decrease) in cash and cash equivalents held	441,223	127,160
Cash and cash equivalents at beginning of year	<u>579,327</u>	452,167
Cash and cash equivalents at end of financial year	5 <u><u>1,020,550</u></u>	<u>579,327</u>

Statement by Members of the Committee

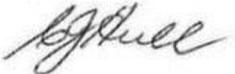
In the committee's opinion:

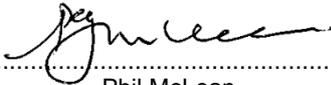
- (a) the attached financial statements and notes, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Amendment (Review) Act 2016 No 1*, including:
 - (i) complying with Australian Accounting Standards – Reduced Disclosure Requirements, and the *Australian Charities and Not-for-profits Commission Regulation 2013* and *Associations Incorporation Regulation 2016*; and
 - (ii) giving a true and fair view of the association's financial position as at 30 June 2021 and of its performance for the year ended on that date; and

- (b) there are reasonable grounds to believe that the association's will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

On behalf of the Committee

Chair:.....

Colleen Hull

Treasurer:.....

Phil McLean

Coffs Harbour

Dated: 26 October 2021

Independent Audit Report to the members of Waratah Respite Centre (Mid North Coast) Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Waratah Respite Centre (Mid North Coast) Incorporated (the Association), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

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

- (i) giving a true and fair view of the Association's financial position as at 30 June 2021 and of its financial performance and its cash flows for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*, the *Associations Incorporation Act 2009* and the *Associations Incorporation Regulation 2016*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountant (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of Directors for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, the *Associations Incorporation Act (NSW) 2009* and *Associations Incorporation Regulation (NSW) 2010*, and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

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

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

A handwritten signature in black ink, appearing to read "Murray McDonald".

Murray McDonald
Director – Audit and Assurance

A handwritten signature in black ink, appearing to read "Moore Australia".

Moore Australia Audit (QLD/NNSW)
Chartered Accountants

Brisbane

26 October 2021

ACKNOWLEDGMENTS & THANK YOU

Donations 2020-21

- Anglican Parish of Coffs Harbour
- Eileen Morrow
- Anne Cameron
- Waratah Gadabouts
- Various raffles

Grants and funding

- Department of Health
- Department of Social Services
- NSW Government Department of Communities and Justice

Volunteers

To the Waratah Gadabouts and all our wonderful volunteers – we could not provide our services to such a high quality without you. Thank you all

HOW YOU CAN HELP

- Volunteer your time
- Make a donation
- Leave a bequest
- Support an event or fundraising activity
- Become a corporate partner

CONTACT US

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