COMMUNITY SERVICES #1
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COMMUNITY SERVICES #1 | ANNUAL REPORT 2017

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About Us

Community Services #1 is a community based, not-for-profit, non-government organisation that has been providing a wide range of services to families and individuals living in the local area and wider ACT for more than 35 years. We manage and deliver a range of community services including community development, family support services, training services, children's services, aged care and disability services. Services are designed to meet community needs and are partly or wholly funded by Commonwealth and ACT Government grants, client contributions and donations.

Our Vision, Mission and Values

Our vision

"Enabling people and enriching lives"

Our mission

"Community Services that enhance quality of life"

Our Values

- Diversity and Inclusion
- Respect
- Integrity
- Creativity

Board of Management

President	Tony LoPilato
Vice President	Carol Flynn
Secretary	Mark Roddam
Ordinary Member	Luke Jones
Ordinary Member	Jason Duarte
Ordinary Member	Adrian Makehamkirchner
Ordinary Member	Jessica Salvage (resigned May 2017)
Treasurer	Joel McCulloch (resigned October 2016)
Ordinary Member	Ashley Watkins (term finished November 2016)
Chief Executive Officer	Amanda Tobler (term finished November 2016)
Staff Representative	Katherine Hellwig (term finished November 2016)
Staff Representative	Halina Krupinski (term finished November 2016)

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Overview of services

Community Service #1 is a community based, not-for-profit, non-government organisation that has been providing a wide range of services to families and individuals living in the local area and wider ACT region for more than 30 years.

The organisation manages and delivers a range of community services including community development, family support services, training services, children's services and aged care and disability services. Services are designed to meet community needs.

These services are partly or wholly funded by the Commonwealth and ACT Government grants, client contributions and donations.

Community Services #1 Incorporated:

- Mangers a budget of over $15m
- Has over 250 staff members
- Provides programs for all age groups from early childhood through to family and individual support, to those with disabilities and seniors in the community.
- Is an Accredited Registered Training Organisation.

Our services Include:

- Six early childhood centres
- Family and individual support
- Aged Care services including Home Care Packages
- Social support groups
- Regional assessment services
- Venue hire
- Community mini-bus service
- Special care transport
- Community development
- Case coordination
- Assistance with care and housing for seniors.

We offer Accredited Training In:

- Certificate III in Early Childhood Education and Care
- Diploma in Early Childhood Education and Care
- Diploma of Leadership and Management.

President's Report

The annual report provides an opportunity to reflect on the achievements of Community Services #1 (CS#1) over the last twelve months and to acknowledge that the organisation has performed extremely well, under difficult operating conditions, relating to changes in early childhood education services, aged care, etc. Government agencies are always undertaking changes.

The management staff and volunteers of CS#1 are to be congratulated on their efforts in providing quality services to the community through this period.

During the 2016-17 financial year a number of significant events and achievements took place and/or are still taking place:

1. The organisation has incurred a loss ($38,200) during the financial year compared to a small surplus in the previous financial year.
2. The members accepted a new constitution for the organisation.
3. Community Services #1 (CS#1) became the first not-for profit organisation in the ACT to provide Home Care Packages.
4. New auditors were appointed.
5. Ongoing support of the NAIDOC week Art Exhibit as part of NAIDOC celebrations in July 2016.
6. All CS#1 managed Community venues are showing increased levels of community use and engagement.
7. CS#1 continued to work with other ACT Community groups to deliver community programs on a timely and efficient basis.
8. CS#1 initiated meeting with nine other not-for-profit organisations to form the Children First Alliance and share in the vision for improved early childhood education and care in the ACT.
9. To improve and build our CS#1 name as a "go to" organisation.
10. As an organisation, we are continually striving to ensure that the organisation remains strong and implements efficient business practices, where programs are breakeven or better. Thus three of the four areas in the organisation have under gone restructure to achieve these outcomes.
11. Continued positive culture in the organisation, where staff feel involved, responsible and associated with CS#1 and its future.
12. Ongoing work with governance matters associated with CS#1, to achieve best practice standards for the Board and CS#1.
13. The Board will continue to make business decisions that are best for the organisation in terms of profitability and exposure for CS#1.
14. CS#1 has continued to tender for a large number of programs during the financial year and wish to advise that we were unsuccessful with the Currawong tender, which had been associated with the organisation for over 19 years.

In conclusion, I extend my heartfelt thanks and gratitude to the CS#1 staff for their professional and enduring efforts in providing fantastic services to the people within our community for whom the organisation exists to assist, improve and enhance their quality of life.

I would also like to recognise the contribution of our volunteer Board members who contribute their time, professionalism and range of skills, talents and perspectives to bear on matters of governance.

Lastly I would like to thank our funding bodies, stakeholders, partners and volunteers who without their support, CS#1 services would not be available to those in need.

Tony Lo Pilato
President

COMMUNITY
SERVICES #1
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Early Education and Care
Community Support Services
Training and Development
Aged Care Services
Food Pantry
Wellness Programs
Hall and Room Hire

CEO's Report

The past year has been one of excitement, change and challenge for Community Services # 1.

This year has seen such significate changes in the early childhood education and care (ECEC) sector, as well as the ongoing implication of the Social Services sector reforms in relation to Aged Care and Community Support services. These changes have seen us rethink the different arms of our organisation to ensure we are meeting the changing demands whilst still offering high quality services and programs.

As an organisation we have had a hugely successful year with an array of accomplishments across programs and services including:

- being the first not-for-profit in the ACT to be providing Home Care Packages for individuals over the age of 65 years
- being a founding member of the Children First Alliance to support building a shared vision for early childhood education and care in the ACT
- receiving the Australian Charities and Not-for-profits Commission Tick of Charity Registration (the Registered Charity Tick), which aims to gives reassurance to the public that we are transparent and accountable through our presence on the ACNC Charity Register
- expanding our services including the hours and days of the week that our transport services operate and adding the Diploma of Leadership and management to our Registered Training Organisation scope
- building a strong alliance with the other regional services providers in the ACT
- advancing our brand and reputation in the community, and
- completing a restructure for three arms of our organisation to ensure greater support to staff and our valued clients.

We would not be able to achieve these successes without the contribution, support and time of our wonderful staff and volunteers who have continued to provide the highest quality service and care to all of our clients, children, trainees and the broader community.

To all of our extraordinary staff and volunteers I would like to take this opportunity to thank each of you. Our team provides amazing support to children, families, students, members of the community and each other and for this I say thank you.

To the Executive team and Board, thank you your ongoing hard work, dedication and support of Community Services #1.

Amanda Tobler

CEO

Community Development

The CS#1 Community Development program strives to build community capacity by exploring ways to engage people of all ages and cultures within our programs.

The Community Development team continues to collaborate strongly with other sections of CS#1 to develop more diverse and interesting programs, as well as the cross referrals that result from the collaborative efforts of team members in different programs.

The Community Development program offers a range of services to the community including:

- Paint and Play
- CS#1 Food Pantry
- Mixed Bag Singing Group
- Community lunches and outings
- Individual support and referral to services for vulnerable community members

Highlights

- We hosted a NAIDOC Community Festival in collaboration with seven other community service organisations.
- In collaboration with ACT Corrective Services we hosted the NAIDOC 2017 Prison Artworks Exhibition in our gallery with the exhibition attracting many visitors and artwork sales.
- Mixed Bag Singing Group participated in the "Big Gig" at Llewellyn Hall and also performed at the Connect and Participate Expo.
- We had an increase in the number of program participants actively volunteering to serve their community (helping with community lunches, caring for community gardens and singing to residents in nursing homes).
- The CS#1 Food Pantry has been accessed by approximately 1,250 clients this financial year.
- Over 590 children have participated in our Paint and Play program.

The Year Ahead

Looking forward we aim to continue to consult with the community to develop and implement further initiatives to suit their needs.

We will continue to strengthen networks with individual community members and other organisations to provide effective and high quality services to the community.

Transport

Most people accessing transport services with CS#1 for the first time are often in a period of crisis, which can be due to medical reasons and our transport fleet has been there to facilitate their access to the services they need to get through this period.

Over the last 12 months we performed 13,228 trips. This has been made up of 10,291 Commonwealth Home Support Program transport trips, 884 Community Assistance and Support Program transport trips, and 4467 Community Bus transport trips.

At this end of the 2016-17 financial year, our client pool had 900 registered clients. On top of accessing medical services and therapy, the services also supports people by ensuring they can access shopping and social outings. This works to improve the lives of those that are experiencing isolation.

Highlights

During 2016-17, CS#1 was successful in its application for growth funding from the Commonwealth Government. This funding will be used to meet the increasing requests from the community.

Another highlight has been the continued participation in the Transport Working Group and our involvement in the development of the Centralised Booking Program Pilot. This program is currently on hold whilst the ACT Government Community Services Directorate explores issues raised in our discussions.

The Year Ahead

CS#1 will use funding received to meet the transport needs of the community by increasing hours of service, initially from 7am to 6pm weekdays and from 8am until 12pm on Saturdays.

The transport service is also preparing to interface with package clients, primarily Home Care Packages. We will also be looking into the compatibility of the process with the National Disability Insurance Scheme (NDIS), specifically clients who are either self-managing or have capacity to control their packages.

We will continue to look into the gaps and needs of the community and explore potential growth funding areas.

Gowrie Court Breakfast Feedback:

"If I didn't eat here I wouldn't have bothered." (Mike)

"I talk to people. If I didn't come here (to the breakfast) I wouldn't talk to anyone." (Phil)

"I like cooking this food. I've now been doing this with you for years. It's not fancy. It's easy to do. I like helping the community." (Michael {Cookie})

Regional Assessment Services

In May 2015, CS#1 entered into an agreement with Community Options Australia and joined a COA-led consortium to deliver Regional Assessment Services (RAS) in Canberra.

My Aged Care refers clients to CS#1, and our RAS assessors identify their support needs. These are determined by undertaking holistic face-to-face assessments.

During the assessment, our assessors work with clients to develop a Support Plan which identifies their strengths and difficulties, which areas they would like to improve and what aged care services they require to achieve their goals.

The Support Plan forms part of their My Aged Care client record, which can be viewed online via the My Aged Care client portal. The outcome of the assessment may include referrals to Commonwealth Home Support Program services such as transport, social support, domestic assistance, personal care, home maintenance, meals, home modification, nursing care and flexible respite care.

The process aims to assist clients to return to a level of functionality so they can continue living independently in the community.

Highlights

From 1 July 2016 to 30 June 2017, the CS#1 assessors conducted 928 assessments—an average of 73.3 assessments per month. Since February 2017, CS#1 has averaged 99 referrals per month—a much higher volume than at the start of the period.

Delivering RAS assessments continues to be very challenging. To ensure that CS#1 complies with all requirements, obligations and specifications from the Standard Operating Procedures, CS#1 has appointed two new RAS assessors on a part-time and casual basis. This will help to meet deadlines required to meet the Key Performance Indicators.

The year ahead

The RAS assessors are fully committed to the program's success and to providing the quality service which will assist clients to live independently in their home and remain part of the community.

Mixed Bag Singing Group Feedback:

"It's good fun. Sometimes it makes me feel sad. Happy sad. The songs remind me of my grandmother." (Ray)

"I love coming here to sing with everyone. I love the sense of community." (Mike)

Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) is funded through the Australian Government Department of Health. This funding provides assistance to support people aged over 65 years to remain in their homes.

Community Services #1 is funded to provide the following services:

- Domestic Assistance
- Home Maintenance
- Personal Care
- Transport
- Goods and Equipment
- Social Support Individual
- Social Support Groups
- Specialised Support Services, and
- Assistance with Care and Housing.

CS#1 provides some programs directly and for others we broker services through other providers. For domestic assistance, home maintenance and personal care, we subcontract various agencies to deliver these services. The remaining services we deliver ourselves, requiring us to expend the grant to hire staff, purchase capital equipment, hire space, and purchase small equipment, consumables and food for the running of different programs.

In the 2016-17 period we provided the following services:

1.	Domestic Assistance	3723 Hours
2.	Home Maintenance	267 Hours
3.	Personal Care	101 Hours
4.	Transport	10291 Trips
5.	Goods & Equipment	$3772
6.	Social Support Individual	1345 Hours
7.	Social Support Group	15226 Hours
8.	Specialised Support Services	6221 Hours
9.	Assistance with Care and Housing	1665 Hours

Highlights

One of the areas highlighted as a need in the ACT was transport. Community Services #1 was successful in our application to provide this service to the community.

We have also commenced a Filipino Social Group to further our goals of reaching wider culturally and linguistically diverse groups.

We have worked very hard to educate our clients on the new Home Care Package funding option available to them. This new funding model will allow eligible clients greater flexibility and control over the services they receive.

The Year Ahead

We will aim to implement the growth funding during the 2017-18 financial year and will continue to engage with culturally and linguistically diverse audiences throughout the ACT and examine the possibility of expanding delivery to support these communities.

We will be working closely the Home Care Packages team to support them to deliver their service, in particular clients who are waiting on level 4 packages and have been given lower packages in the interim. To read more about Home Care Packages, go to page 16.

Home Care Packages

Throughout the course of the year, the Home Care Packages program has gone from being a project without a viable business plan or necessary infrastructure, to a fully operating program that is generating revenue for Community Services #1.

Some of the challenges that have been overcome to get to this point include developing a business plan that would see Home Care Packages integrate with the existing services and programs, coordinating the necessary Government approvals and getting CS#1 correctly registered to provide Home Care Packages. We also had to find a cost effective Client Relationship Management system to deliver increased financial information to clients, arrange pro bono legal advice and develop a strategy to attract clients.

The program went live and operational in May 2017.

Highlights

- Getting CS#1 approved and registered on all the necessary Government platforms as a provider of Home Care Packages.
- Conducting presentations to clients to create awareness of our Home Care Packages Program and helping them to understand the type of care available to them.
- Procuring pro bono legal advice.
- Holding staff information sessions on Home Care Packages, discussing any changes that may occur and the opportunities that Home Care Packages present for CS#1.

A significant factor in achieving these results was the great support which the program developer received from the CS#1 Executive Director of Community Support Services and the Executive team who facilitated the required changes from different sections of the organisation to deliver Home Care Packages. Home Care Packages involves a partnership between the client and the provider and has new financial requirements, increased choice for clients and collaboration with existing programs to meet the demand for services of Home Care Package clients. This was truly a great team effort

The Year Ahead

First and foremost, the focus is on growing the Home Care Packages program and increasing the number of clients on Home Care Packages. This will be done through strategic marketing aimed at recruiting external clients as well as further relationship building and information dissemination to existing CS#1 clients. There will be a secondary focus on creating efficient systems and improving current systems and processes. This will allow staff members to spend more time serving and recruiting clients and less time on administration.

In order to continue to improve, better serve clients, and ensure growth, CS#1 staff will need to continue to work together as a tight knit unit and look for new opportunities.

Community Assistance and Support Program

The Community Assistance and Support Program (CASP) is funded through the Health Directorate of the ACT Government. The funding is aimed at supporting people aged under 65 who have short term medical issues and require support around their home to aid in their recovery. For those experiencing long term debilitation the service will refer to the National Disability Insurance Scheme (NDIS).

Community Services #1 is funded to provide the following services:

1. Domestic Assistance
2. Home Maintenance
3. Care Coordination
4. Transport
5. Social Support

The services 1-2 are brokered out to agencies on the behalf of Community Services #1. Services 3-5 are delivered by our team. It is important to note that these services are run in conjunction with the Commonwealth grant that provides the same services. On ratio, CASP is a small part of the service we provide to the community.

In the 2016-17 period we provided the following services:

1.	Domestic Assistance	171 hours
2.	Home Maintenance	25 hours
3.	Care Coordination	602 hours
4.	Transport	884 hours
5.	Social Support	3352 hours

Extremely happy with services provided especially assistance with attending medical appointments. Unreal help! (Garry)

Without a doubt I am extremely happy with CS#1 services! I am over the moon with services received and if CS#1 didn't engage with me at that time in the beginning I don't know where I would be psychologically and physically today. (Mark)

My husband and I wouldn't of coped without the support I received from Community Services # 1, I am suffering from cancer and was going through chemotherapy and the way the staff bent over backwards to support us in every way they could was unbelievable. I am so happy to have such support in the back ground it saved our lives, I encountered two staff members which were unbelievably supportive and helpful and their manager was so supportive of them. (Tessa)

The staff are always so helpful and friendly, some of them are real characters. I would be lost without the help that CS#1 offers. (Margaret)

I am very happy with Community Services #1. They help keep me busy with the different groups and when I am busy I am happy. (Dragica)

Highlights

One of the highlights has been the response to our Care Coordination seeing a large uptake from the community. The two main elements of this was working with our culturally and linguistically diverse groups, specifically the Chinese community and working with our Community Development team to access clients in community housing.

The Year Ahead

Throughout the year ahead, we will continue to engage clients through our existing channels and explore other opportunities to engage with the community such as mental health groups.

Client numbers

Currently we have over 550 families and 610 children attending our early learning services.

Children And Youth

The Children and Youth (C&Y) team have experienced a changing climate in early childhood education and care (ECEC) services in the region. Fundamentally, the challenge has required support, innovation and collaboration from the whole CS#1 team to respond to this change. One challenge we are currently facing is an oversupply of ECEC services in the ACT market. This is relatively new trend in the sector and has tested delivery models for many organisations.

As a result, CS#1 is a one of 10 leading community organisations that came together to create and establish the Children First Alliance. This Alliance is founded on a shared vision that all children should have access to quality ECEC in the ACT. Its aim is to develop policy and program priorities based on research in cooperation with the ACT Government to progress reforms that will benefit all children.

Our emphasis on strategic planning has become more crucial so that CS#1 remains a responsive player in this sector. The C&Y team have identified efficiencies and become more innovative in the services we deliver. Through this process a Wellness Program for children was developed and delivered that further compliments the learning experiences we offer across our services. In short, the emphasis is on a holistic approach with the whole child in mind.

We have found communication with other centres about waiting lists and offers very vague and unclear, so it is a welcome change to have such clear and easy communication with you about the Community Services #1 centres! (Waiting list family)

Lachlan really enjoys his time at Binara and I'm sure he will miss his friends and carers when we move away from Canberra next year. Hopefully we will find a childcare up there which is just as good.
(Binara family)

Highlights

The funding from the Long Day Care Professional Development Program enabled CS#1 to establish a targeted professional development program (E3) for C&Y educators. The E3 training draws on the National Quality Framework requirements and regulations and is the core fundamentals that underpin the training program we deliver. Optimum Training and Development were engaged as the training facilitators which allowed CS#1 to embed our philosophy and culture into our ECEC programs. In addition to the E3 training, six scholarship positions were allocated for an Enriching Leaders program which was designed to build on the leadership capabilities of our educators.

Our services have been creating connections and partnerships with the wider community. The emphasis therefore has been twofold, deepening the children's perceptions associated with being part of a community, as well as allowing educators to build professional partnerships with colleagues. Some examples are:

- Monthly visits to our sister services which enables the children to explore and learn in other environments and with other children.
- Our Acacia and Birralee services come together to learn from Wiradjuri Echoes about Aboriginal and Torres Strait Islander culture and perspectives.
- At our Binara service the children visit the markets to purchase fruit and vegetables which are then used in our kitchen to prepare the children's meals.
- Our Educational Leaders have joined a professional forum that is dedicated to sharing expertise and knowledge around the curriculum and children's learning.

The organisational culture has continued to be an area of attention for our educators, strengthening the awareness that we are working as one organisation and hosting all staff meetings with all services involved.

We would like to take this opportunity to thank you and your staff for such a great care. Our child has shown tremendous improvement and will miss Forrest greatly. (Forrest family)

Both our children have attended Currawong and loved it. Many of the carers who looked after our daughter are still at Currawong 3 years after she left and greet her warmly when we drop off our son. The dedication and commitment of the staff at Currawong, providing a continuity of care for our children, is a real asset in a child care centre. (Currawong family)

The year ahead

Moving forward into 2017-2018, the C&Y team along with the centre directors' will continue to research innovative ways to deliver care and education to our families and children and explore and apply for grants that complement the services we currently provide.

We have two children attending Currawong day care. One has been there for almost 2 years, the other, 1 year. We have been very happy with our experience of care & education at Currawong. We can see that the educators all care for our children and know their personalities well, and are able to respond to their needs appropriately. Cuddles are very important to our kids and they are bountiful at Currawong. We are always impressed with how much they learn and develop through play: new songs and nursery rhymes, games & dances, yoga & stretching and best of all - good manners! Educators have also been wonderful engaging with us on trying new things with our kids as they grow: trialling sleeping on stretchers instead of cots, using the toilet. And they are always happy to talk through how we can support these developments at home. We have also sought their opinions on developments like dropping naps, breast feeds, bottle feeds. Staff are knowledgeable, experienced, very caring & approachable. We recommend Currawong to our friends & colleagues. (Currawong family)

It's become very evident at home that our girls are clearly paying attention during their 'wellness classes' they have been busting out a few choice moves at home recently. Whatever dancing they have been doing 'at school' has been a real hit – thanks for your efforts!!! (Binara family)

My wife and I are very happy with our son's experiences at the Currawong. There's a strong sense that the staff genuinely care about the children and enjoy helping them develop. The culture of the Currawong also provides parents with a high degree of trust which is essential. (Currawong family)

Optimum Training and Development

Optimum Training and Development continues to provide CHC30113 Certificate III in Early Childhood Education and Care and CHC50113 Diploma of Early Childhood Education and Care. Both of these courses are eligible for assistance from the ACT Government for subsided learning. The team was also looking to expand its services to the community by offering additional accredited courses. In May 2017, Optimum successfully added BSB51915 Diploma of Leadership and Management to their qualifications with the first class offered in June 2017.

All course materials were reviewed and revitalised this year to better reflect the evolving world of technology and learning styles. With more than 100 students actively studying to obtain an accredited qualification, the Optimum team continues to provide flexible and supportive training.

Highlights

Optimum launched a Breakfast Networking series that brings together leaders in the not-for-profit sector to hear and learn from a variety of Canberra's leading senior managers and consultants. The team also developed and delivered new, non-accredited training that focused on soft skills for employees within the ECEC sector. Finally, Optimum partnered with several Canberra-based organisations to provide consulting and support services throughout the year.

The year ahead

In 2017-18, Optimum looks to continue student growth by adding another accredited course onto our scope as well as increasing the non-accredited training offerings available. The strength of the team is based on the ability to personalise and customise our services and we look forward to the year ahead.

People and Culture

During 2016-17, the People and Culture Program engaged with stakeholders to enact the Objectives of the CS#1 Strategic Plan. This included building and expanding our services to create and manage an organisational-wide quality assurance framework, and to focus on embedding the values and desired culture into our daily practice.

A key focus for the year was to undertake an in-depth analysis of our People and Culture systems and processes, to ensure we are best supporting CS#1 business needs and embedding the Culture Statement in all that we do.

The most significant outcome of this analysis project is the restructure of the People and Culture Team in June 2017. This restructure will enable us to focus on implementing improvements to our systems as well as supporting our workforce and leadership team through culture, capability and compliance functions. We still maintain our industrial and traditional Human Resources functions but now place greater emphasis on aligning these functions with CS#1's strategic capability needs. We also now have dedicated resources focusing on compliance, quality assurance, and process and policy design.

This fundamental change has enabled us to strengthen partnerships with our stakeholders and to work together to meet the evolving needs of the organisation. We recognise that having an organisation focused on Culture is a vital component of employee engagement which assists with attracting, motivating and retaining a qualified and effective workforce.

Another outcome of the restructure, and our primary focus for 2017-18, is developing and implementing systems that are cost effective, support best practice capability management and compliance, whilst creating efficiencies across the organisation.

Highlights

Highlights include our organisational review, embedding a Culture Statement, designing and implementing a Policy and Procedure Framework and undertaking an analysis of the People and Culture processes and systems.

The year ahead

The year ahead will include the following for the People and Culture Team:

- Completion of the Organisational Review
- Implementing systems, including creating efficiencies in processes and recordkeeping
- Reviewing People and Culture Programs (i.e., Induction, Performance Management)
- Building upon our Wellness Program
- Strengthening CS#1 culture and capability
- Designing reports for workforce planning
- Embedding the Quality Assurance Framework.

Community Services #1 Incorporated
ABN: 53 806 922 954

Financial Statements

For the Year Ended 30 June 2017

Community Services #1 Incorporated

ABN: 63 806 823 964

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For the Year Ended 30 June 2017

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Community Services #1 Incorporated

ABN: 53 806 522 554

Board Report

For the Year Ended 30 June 2017

The Board presents the financial statements of Community Services #1 Incorporated (the Association) for the financial year ended 30 June 2017 and reports as follows.

Board members

The following persons held office during the financial year and up to the date of this report:

Tony LoPilato (President)
Carolyn Flynn (Vice President)
Mark Roddam (Secretary)
Luke Jones

Adrian Makeham-Kirchner	Appointed 24 November 2016
Jason Duarte	Appointed 24 November 2016
Joel McCulloch	Resigned 8 October 2016
Jesse Salvage	Appointed 24 November 2016 and resigned 4 May 2017

Principal activities

The principal activity of the Association during the financial year was to encourage and coordinate a range of child, family and aged support services, early education services, training and community development and services of a benevolent nature.

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

Objectives

The principle objectives of the Association, for which it was established, are to advance social or public welfare so that:

- Individuals and families are relieved of poverty, distress or disadvantage.
- People are supported and protected across the whole of life.
- People are supported to build and achieve goals for their future.
- Individuals, communities and stakeholders are engaged to create connections and opportunities for people to undertake meaningful roles.
- Resilient communities are built.

The Association recognises that it may be constrained to pursue only some of those objectives to the exclusion of others from time to time or pursue some objectives with differing priorities.

Strategy for achieving the objectives

- Provide innovative community, training and early education services that are responsive, flexible and accessible to individuals and families.
- Attract, train and retain quality staff.
- Increase community awareness, participation and partnerships.

Operating result

The result for the financial year ended 30 June 2017 was a deficit of $38,200 (2016: surplus of $11,776).

Signed in accordance with a resolution of the Board:

Tony LoPilato, Chair

Carolyn Flynn, Vice Chair

Dated: 22 October 2017

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Community Services #1 Incorporated

ABN: 63 836 922 864

Statement of Comprehensive Income

For the Year Ended 30 June 2017

	2017	2016
Revenue	$	$
Fees	10,617,303	11,286,418
Grant and subsidy income	1,928,381	2,208,940
Interest income	72,541	78,358
Donations and fundraising	24,682	21,469
Other income	220,619	170,191
	12,863,526	13,765,376
Expenses		
Administrative and other expenses	398,681	428,613
Bad and doubtful debts	11,263	35,154
Cleaning and gardening	89,926	334,271
Client support expenses	212,867	181,597
Computer expenses	160,248	194,128
Consumables	246,680	313,842
Depreciation	112,041	229,758
Employee expenses	9,894,528	10,222,459
Insurance	350,322	358,127
Legal fees	61,028	11,711
Loss on disposal of property, plant and equipment	5,428	5,752
Operating and program expenses	159,270	231,881
Repairs and maintenance	57,715	60,900
Staff training and welfare	125,460	85,701
Superannuation	905,975	936,409
Utilities	110,314	123,297
	12,901,726	13,753,600
Surplus/(deficit) for the year	(38,200)	11,776
Other comprehensive income	-	-
Total comprehensive income for the year	(38,200)	11,776

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Community Services #1 Incorporated

ABN: 53 809 922 964

Statement of Financial Position
As At 30 June 2017

	Note	2017 $	2016 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	456,339	473,215
Trade and other receivables	3	469,927	535,187
Other assets	4	68,445	55,568
Financial assets	5	2,832,304	2,775,472
TOTAL CURRENT ASSETS		3,827,015	3,839,442
NON-CURRENT ASSETS			
Property, plant and equipment	6	124,159	234,508
TOTAL NON-CURRENT ASSETS		124,159	234,508
TOTAL ASSETS		3,951,174	4,073,950
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	700,981	604,843
Employee entitlements	8	791,864	1,007,680
Other liabilities	9	593,901	558,799
TOTAL CURRENT LIABILITIES		2,086,746	2,171,322
TOTAL LIABILITIES		2,086,746	2,171,322
NET ASSETS		1,864,428	1,902,628
EQUITY			
Retained earnings		1,864,428	1,515,465
Reserves		-	387,163
TOTAL EQUITY		1,864,428	1,902,628

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Community Services #1 Incorporated

ABN: 63 806 922 964

Statement of Changes in Equity

For the Year Ended 30 June 2017

2017

	Retained Earnings	General Reserve	Asset Revaluation Reserve	Total
	$	$	$	$
Balance at 1 July 2016	1,515,465	307,493	79,670	1,902,628
Total comprehensive income for the year	(38,200)	-	-	(38,200)
Transfers	387,163	(307,493)	(79,670)	-
Balance at 30 June 2017	1,864,428	-	-	1,864,428

2016

	Retained Earnings	General Reserve	Asset Revaluation Reserve	Total
	$	$	$	$
Balance at 1 July 2015	1,503,689	307,493	79,670	1,890,852
Total comprehensive income for the year	11,776	-	-	11,776
Balance at 30 June 2016	1,515,465	307,493	79,670	1,902,628

The general reserve recorded funds set aside for future purposes. The asset revaluation reserve recorded revaluation increments on property, plant and equipment. The reserves are no longer required and have been transferred to retained earnings.

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Community Services #1 Incorporated

ABN: 53 806 522 554

Statement of Cash Flows

For the Year Ended 30 June 2017

	Note	2017 $	2016 $
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers and grant funds		13,180,627	13,598,435
Payments to suppliers and employees		(13,194,486)	(13,789,456)
Interest received		60,935	78,358
Net cash provided by/(used in) operating activities		47,076	(112,663)
CASH FLOWS FROM INVESTING ACTIVITIES:			
Receipts from term deposits		-	234,459
Payments for term deposits		(56,832)	-
Purchase of property, plant and equipment		(7,120)	(50,352)
Net cash provided by/(used in) investing activities		(63,952)	184,107
Net increase/(decrease) in cash and cash equivalents held		(16,876)	71,444
Cash and cash equivalents at beginning of year		473,215	401,771
Cash and cash equivalents at end of financial year	2	456,339	473,215

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Community Services #1 Incorporated

ABN: 63 806 922 964

Notes to the Financial Statements

For the Year Ended 30 June 2017

The financial statements cover Community Services #1 Incorporated (the Association) as an individual entity. The Association is a not-for-profit association incorporated in the Australian Capital Territory.

1 Summary of Significant Accounting Policies

Basis for Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards (Reduced Disclosure Requirements of the Australian Accounting Standards Board), the Associations Incorporations Act 1991 and the Australian Charities and Not-for-Profits Commission Act 2012.

A number of new or revised Australian Accounting Standards are effective for the first time in the current financial year. These standards have had no material impact on the entity.

The financial statements are presented in Australian dollars which is the entity's functional and presentation currency. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial statements have been prepared on an accruals basis and are based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

Accounting Policies

(a) Income tax

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

(b) Property, plant and equipment

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

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

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

Increases in carrying amounts arising on revaluation of assets are credited to a revaluation reserve and recognised in other comprehensive income. Decreases that offset previous increases of the same asset are charged against the revaluation reserve and recognised in other comprehensive income. All other decreases are charged to the profit or loss.

The asset's residual values and useful lives are reviewed and adjusted if appropriate, at the end of the reporting period.

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Community Services #1 Incorporated

ABN: 53 806 922 954

Notes to the Financial Statements
For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies (continued)

(b) Property, plant and equipment (continued)

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

Depreciation

Property, plant and equipment is depreciated on a straight-line basis from the date that management determine that the asset is available for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Plant and equipment	10-50%
Motor vehicles	10-25%

(c) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Association are classified as finance leases.

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

Lease assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the Association will obtain ownership of the asset, or otherwise 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 straight-line basis over the life of the lease term.

(d) Financial instruments

Initial recognition and measurement

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Financial assets at fair value through profit or loss

A financial assets is classified in this category if acquired principally for the purpose of selling in the short-term or if so designated by management. Gains and losses arising from changes in the fair value of these assets are included in the profit or loss in the period in which they arise.

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Community Services #1 Incorporated

ABN: 83 806 922 954

Notes to the Financial Statements
For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies (continued)

(d) Financial instruments (continued)

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and it is the Association's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not suitable to be classified into other categories of financial assets due to their nature, or they are designated as such by management. Available-for-sale financial assets are reflected at fair value. Unrealised gains and losses arising from changes in fair value are recognised in other comprehensive income and accumulated in the financial assets reserve.

Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of each reporting period, the Association assesses whether there is objective evidence that a financial asset has been impaired. In the case of available-for-sale financial instruments, a significant or prolonged decline in the value of the instrument is considered to indicate that an impairment has arisen. Impairment losses are recognised in the profit or loss.

(e) Impairment of non-financial assets

At the end of each reporting period, the Association reviews the carrying values 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. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

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

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Community Services #1 Incorporated

ABN: 53 806 922 954

Notes to the Financial Statements

For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies (continued)

(f) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid including on-costs and are disclosed as current liabilities. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data. Contributions are made by the Association to employee superannuation funds and are charged as expenses when incurred.

(g) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

(i) Revenue and other income

Revenue from the rendering of services is recognised upon the delivery of the services to the customers.

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Grant revenue is recognised in the statement of comprehensive income when the entity 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 the entity is eligible to receive the contribution, the recognition of the grant as revenue is 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, otherwise the grant is recognised as income on receipt.

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

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Community Services #1 Incorporated

ABN: 63 806 922 964

Notes to the Financial Statements
For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies (continued)

(j) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

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

(k) Comparative figures

Comparative figures have been adjusted where necessary, to conform to changes in presentation for the current financial year.

Critical Accounting Estimates and Judgments

The Board members evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Association.

The Board members do not believe that there were any key estimates or key judgments used in the development of the financial statements that give rise to a significant risk of material adjustment in the future.

2 Cash and Cash Equivalents

	2017 $	2016 $
Cash on hand	3,630	3,630
Cash at bank	452,709	469,585
	456,339	473,215

3 Trade and Other Receivables

	2017 $	2016 $
Trade and other receivables	497,627	616,974
Provision for impairment	(27,700)	(81,787)
	469,927	535,187

4 Other Assets

	2017 $	2016 $
Prepayments	68,445	55,568

Community Services #1 Incorporated

ABN: 63 806 922 864

Notes to the Financial Statements

For the Year Ended 30 June 2017

5 Financial Assets

	2017 $	2016 $
Held-to-maturity financial assets	2,832,304	2,775,472

The held-to-maturity investments are made up of term deposits with interest rates between 1.50% to 2.70% and initial terms to maturity between two and twelve months.

6 Property, Plant and Equipment

	2017 $	2016 $
Plant and equipment		
At cost	464,191	483,677
Accumulated depreciation	(390,657)	(338,559)
	73,534	145,118
Motor vehicles		
At cost	361,030	361,030
Accumulated depreciation	(310,405)	(271,640)
	50,625	89,390
	124,159	234,508

Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Plant and Equipment $	Motor Vehicles $	Total $
Balance at the beginning of year	145,118	89,390	234,508
Additions	7,120	-	7,120
Disposals	(5,428)	-	(5,428)
Depreciation expense	(73,276)	(38,765)	(112,041)
Balance at the end of the year	73,534	50,625	124,159

7 Trade and Other Payables

	2017 $	2016 $
Trade payables	116,815	67,781
GST payable	20,438	21,445
Other payables and accruals	563,728	515,617
	700,981	604,843

Community Services #1 Incorporated

ABN: 63 986 932 564

Notes to the Financial Statements
For the Year Ended 30 June 2017

8 Employee Entitlements

	2017	2016
	$	$
Provision for annual leave	732,220	748,259
Provision for long service leave	59,644	54,957
Provision for redundancy	-	23,725
Provision for relief staff/sick leave	-	180,739
	791,864	1,007,680

9 Other Liabilities

	2017	2016
	$	$
Income in advance	126,596	152,877
Bonds liabilities	467,305	405,922
	593,901	558,799

10 Financial Risk Management

The Association's financial instruments consist mainly of deposits with financial institutions and account receivable and payable.

The Association is not subject to any significant credit or interest rate risk. Liquidity risk is managed by monitoring cash flow and ensuring that adequate funds are maintained to meet short term liabilities.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

		2017	2016
		$	$
Financial Assets			
Cash and cash equivalents	2	456,339	473,215
Trade and other receivables	3	469,927	535,187
Held-to-maturity investments	5	2,832,304	2,775,472
Total financial assets		3,758,570	3,783,874
Financial Liabilities			
Financial liabilities at amortised cost			
- Trade and other payables	7	700,981	604,843
- Other liabilities	9	593,901	558,799
Total financial liabilities		1,294,882	1,163,642

Net fair values

Financial assets and financial liabilities are carried at their net fair value at the end of the reporting period. The carrying values of the financial assets and financial liabilities approximate their net fair values due to their short term maturity or market interest rate. No financial assets or financial liabilities are traded on organised markets in standardised form.

Community Services #1 Incorporated

ABN: 53 806 922 954

Notes to the Financial Statements

For the Year Ended 30 June 2017

11 Related Party Transactions

(a) Key Management Personnel

Key management personnel is defined by AASB 124 "Related Party Disclosures" as those persons having authority and responsibility for planning, directing and controlling the activities of the Association, directly or indirectly, including any Board member of the Association.

The totals of remuneration paid to the key management personnel of the Association during the year are as follows:

	2017	2016
	$	$
Total key management personnel compensation	712,881	751,637

In addition to the above compensation, the Association has paid insurance premiums of $22,796 for its Business Insurance which incorporates directors' and officers' liability insurance. It is not practical to obtain details of the components of the insurance premium that relates to key management personnel.

(b) Related Parties

Other than the compensation paid to the key management personnel which is separately disclosed above, there were no other related party transactions during the year.

12 Contingent Liabilities and Contingent Assets

The Association has no contingent liabilities or contingent assets at the end of the financial year.

13 Events After the Reporting Date

These financial statements were authorised for issue by the Board on the date of signing the attached Statement by Members of the Board. The Board has the right to amend and re-issue the financial statements after they are issued.

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

14 Association Details

The registered office and principal place of business of the Association is:
Community Services #1 Incorporated
63 Boolimba Crescent
Narrahbundah ACT 2604

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Community Services #1 Incorporated

ABN: 63 886 923 964

Statement by Members of the Board

In the opinion of the Board: the financial statements comprising the statement of comprehensive income, statement of financial position, statement of changes in equity, statement of cash flows and notes to the financial statements.

1. Present fairly the financial position of Community Services #1 Incorporated as at 30 June 2017 and its performance for the year ended on that date in accordance with the Australian Charities and Not-for-Profits Commission Act 2012, Australian Accounting Standards (Reduced Disclosure Requirements), including Australian Accounting Interpretations, and other authoritative pronouncements of the Australian Accounting Standards Board.

2. At the date of this statement, there are reasonable grounds to believe that Community Services #1 Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and signed for and on behalf of the Board by:

Dated: 22 October 2017

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Nexia Australia

Auditor's Independence Declaration
Under Subdivision 60-40 of the Australian Charities and Not-For-Profits Commission Act 2012 to the Members of Community Services #1 Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.

Nexia Duesburys (Audit)
Canberra, 22 October 2017

G J Murphy
Partner

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Nexia Australia

Independent Auditor's Report
To the Members of Community Services #1 Incorporated

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Community Services #1 Incorporated (the Association), which comprise the statement of financial position as at 30 June 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the statement by members of the board.

In our opinion

(a) the financial statements of Community Services #1 Incorporated are properly drawn up:
  (i) so as to give a true and fair view of the assets and liabilities of the Association as at 30 June 2017, the income and expenditure and cash flows of the Association for the financial year ended on that date and the other matters required by subsection 72(2) of the Associations Incorporation Act 1991 to be dealt with in the financial statements;
  (ii) in accordance with the provisions of the Associations Incorporation Act 1991 and the Australian Charities and Not-for-Profits Commission Act 2012; and
  (iii) in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-Profits Commission Regulation 2013;

(b) we have obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purpose of the audit;

(c) proper accounting records and other records have been kept by the Association as required by the Associations Incorporation Act 1991 and the Australian Charities and Not-for-Profits Commission Act 2012, sufficient to enable financial statements to be prepared and audited; and

(d) the audit was conducted in accordance with the rules of the Association.

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 Responsibility for the Audit of the Financial Statements section of our report. We are independent of the entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial statements 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.

Other information

The board is responsible for the other information. The other information comprises the information in the Associations' board report and annual report for the year ended 30 June 2017, but does not include the financial statements and the auditor's report thereon.

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Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

Board's responsibility for the financial statements

The board of the Association is responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-Profits Commission Act 2012 and for such internal control as the board determines is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the board is responsible for assessing the entity'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 the board either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial statements

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

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

We also provide the board with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Nexia Duesburys (Audit)
Canberra, 22 October 2017

G J Murphy
Partner

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What to write on
your leaf:

Thank you

Community Services #1 is grateful for the support and contributions that we have received this year from our funding bodies, individuals, businesses and the community.

On behalf of Community Service #1 and the community we would like to thank and acknowledge the following individuals, services and organisations:

- ACT Government – Health Directorate
- ACT Government – Community Services Directorate
- Commonwealth Department of Health
- Department of Social Services
- Department of Foreign Affairs and Trade
- Department of Industry
- Attorney-Generals Department
- ACT Territory and Municipal Services
- Treasury and Economic Development Directorate
- Department of Education and Training
- ACT Property Group
- Canberra Environmental Centre
- Down To Earth
- Community Options Australia
- Guild Insurance
- Meridian Lawyers
- Jessica Light
- Jobs Australia
- HR Network (hosted by ACTCOSS)
- Australian Red Cross – ACT/SE NSW
- ACT Government – ACT Corrective Services, Justice and Community Safety Directorate
- Australian Services Union
- Carol Flynn
- Mark Roddam
- Joel McCulloch
- Luke Jones
- Tony LoPilato
- Adrain Makeamkirchner
- Martin Carrick
- Genevieve Bulter
- Randstad
- ACT Chinese Australian Association Inc
- Lilli Weisegger

- Dragica Nesic
- Mina Bachmann
- Vivian Singleton
- Luis Bonilla
- Joanna Hu
- Tess Reyes
- Marymead
- The Smith Family
- Woden Community Services
- Northside Community Services
- Belconnen Community Services
- YWCA of Canberra
- YMCA of Canberra
- Communities@work
- Karralika
- ACTCOSS
- St Vincent De Paul
- ANU School of Music
- Partners in Health
- Gryphons Restaurant
- Charter Australia
- Alasdair Roy
- Samaritan Services
- Canberra Baptist Church
- Hepatitis ACT
- Care Financial Services
- Centrelink Outreach
- Legal Aid
- Nexia Australia
- Canberra Raiders Club