



Annual Report 2019/20

Contents

- 4 A brief history...
- 5 Purpose, Vision, Values
- 6 Chair/CEO Report
- 8 Highlights
- 9 Executive Team
- 10 Board
- 12 Human Resources
- 16 Community Service Programs

Day Respite Delivered Meals Disability Services Home Care Program Social Support Program Volunteer Program

- 19 Residential Care
- 20 'The Ashy' Op Shop
- 21 Treasurer Report
- 22 Financial Statements

Board Report Statement of Surplus or Deficit and Other Comprehensive Income Statement of Financial Postion Statement of Changes in Equity Statement of Cash Flows Notes to the Financial Statements Declaration by the Board Independent Auditor's Report

47 Getting Involved

A brief history of Samarinda Ashburton Aged Services

Samarinda's history began in the early 1960's. Between 1960 – 1964 a local Ashburton group started work to create a Senior Citizens Centre in Ashburton. Their actions led to the development of the 'Ashy' Op Shop and in late 1967 the centre opened at its current site and the Ashburton & District Senior Citizens Welfare Association was formed.

From this point in time, the Ashburton & District Senior Citizens Welfare Association (which became known as Ashburton Support Services in 1998) became involved in many projects and services including:

- Meals on Wheels,
- Social Support Services including Planned Activity Group (PAG) services,
- Assisting and acquiring a 10% share in the Stocks Village Independent Living Units Development,
- Involvement in the funding and development of Elsie Salter House, and
- Assisting in paying for the Craig Family Centre Playground.

In short, Ashburton Support Services played a significant role in the building and development of the community fabric within the region, and has assisted in providing many services to people who are ageing and who have a disability.

In May 1993 the Ashburton & District Senior Citizens Welfare Association launched a fundraising appeal for the development of an Aged Care Hostel. A committee was formed, headed by the late Harold Johnston, and in 1996 the Ashburton and District Hostel (now known as Samarinda Residential Care) was established and commenced the delivery of high quality residential aged care support services to the local community.

Over time, Samarinda Residential Care continued to become more established in the local area and in 2008 it took over the Elsie Salter House Service which provides specialised support services to persons living in the community who have varying degrees of dementia. In addition, with a clear eye on continuing to meet demand for residential aged care services in the local area, Samarinda Residential Care commenced a building program in 2014 to increase its bed stock from 40 beds to a total of 92 beds, which also includes a 15 bed specialist Memory Support Unit. This building project was completed in May 2018. Merging both Ashburton Support Services and Samarinda Residential Care had been a talking point for many years and finally in 2015 it became a reality, when both Committees of Management and their Members agreed to the merger. As such, the new organisation now provides services under the new name of Samarinda Ashburton Aged Services Incorporated (SAAS).

This merger has added strength to our new organisation in that it now provides a sound platform to meet the ever changing aged care environment. This means that Samarinda now has a greater ability and capacity to provide support to the local ageing and disability community across the continuum of inhome and residential supports. Furthermore, it allows Samarinda to tailor these with the consumer to meet their individual requirements.



Purpose. Vision. Values



Our Purpose is:

To support local people and families to remain connected to their community.

Our Vision is:

Every local individual and family deserves to remain connected, engaged and valued in the community they know and love.

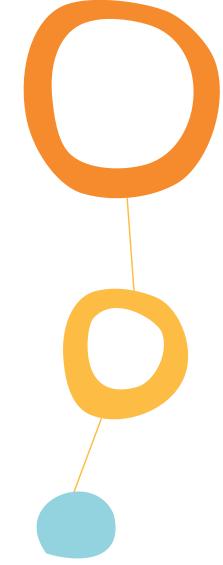
Our Values are:

Family - A universal enduring value that is held dear to all stakeholders encouraging inclusiveness respecting, welcoming and celebrating differences.

Giving - Making the world a better place, by sharing what we have with others, not just financial in nature but also time, skills, experience and unique qualities. The reward is in the giving.

Partnership - Fostering and developing our association in a spirit of co-operation with our colleagues, associates and service providers, in the industry.

Innovation - We are continually striving to gain and apply knowledge to achieve additional value to our organisation and create a better and more effective environment for our stakeholders.



Chair/CEO Report



What an extraordinary year this has been. Every year throws up challenges but those in the 2019/2020 financial year have changed the way we work on a day to day basis. COVID-19 has had many impacts on all of our daily lives but for those ageing in our community and in our residential services it has at times had devastating impacts. Samarinda has been fortunate to not have had any COVID-19 cases in our services, yet the impacts have still been felt.

You will of course read more about the impacts of COVID-19 on programs, clients, residents, families, staff and volunteers in the various sections of this Annual Report. We would like to thank all those associated with Samarinda for their hard work, support, and dedication to our organisation. It is only by working together that we can minimise any COVID-19 impacts to our clients and residents.

During all of this the Royal Commission into Aged Care Quality and Safety has continued to look into the failings of the sector and to get a better understanding of how the future aged care sector might look. There appears no doubt that the needs of those entering the aged care system nowadays, are more complex and require a greater level of care and support. To better manage this, there must be an increase in qualified staff and the funding to be able to support these increasing needs so that providers can all deliver higher quality care and supports.

Our Community Services Program has had a mixed year. Some of our Community Home Support Programs have had significant impacts to the running of their programs due to COVID-19, whereas both the Home Care Packages and National Disability Insurance Scheme programs have both continued to flourish with significant increases in the services and supports being delivered.

The new Community Centre at 296 High Street is nearing completion and what a great addition to Ashburton it will be. We are sure that our seniors and adults with a disability will be incredibly pleased with the new building and its modern amenities. We would like to thank the Boroondara City Council for their work and funding of this new building which will see Samarinda continuing to provide appropriate services to members of our local community for at least the next 30 years.

The Residential Services have continued to operate albeit with changes to the way we operate and also to the way that families have been able to access their loved ones. Normal face to face visitation with residents has had to cease at various times and Samarinda has had to look at electronic alternatives such as Skype and introduced outdoor visitation with appropriate social distancing. This has not necessarily been ideal – however, families and residents have been mostly supportive of this initiative to balance the minimisation of introducing COVID-19 into our service. We extend our extreme thanks to both residents and their families for their support of our initiatives during this time.

'The Ashy' Opportunity Shop has also had its challenges this year with the service having been closed for a period of time due to COVID-19. This has had a marked impact on Samarinda's income and also on a lot of our volunteers who help support the running of the Op Shop.

To ensure that we still could make some sales, Samarinda started its own online Op Shop. The community can access some of our 'Ashy' Op Shop items for sale just by clicking on the following link https://samarinda.org.au/the-ashy-op-shop/.

Our Finance team have also had a busy year with the implementation of 'Inerva', our new financial system, throughout our entire organisation. This was a large task which required developing a new General Ledger and training numerous staff throughout the organisation on how to use the new system. In addition, the team also implemented two other systems at the same time to better meet Samarinda's needs. These systems were 'Touchpoint', which will assist in better managing our community clients and 'Light Year', a new accounts payable system. These new systems will assist Samarinda to better manage its finances over the next 10 years.

We would like to thank all the Samarinda staff and volunteers for their hard work and dedication to the many in our community that we serve. The year has posed many challenges and their work and dedication to our community has enabled us to maintain high quality services to all. We would also like to thank all the members of the Board and the Executive who dedicate their time to making Samarinda a strong and well-respected provider of services to the aged in our community. They are a terrific group to work with, and together we make a strong team. Finally, we would like to thank all those who we look after, and their families. They are the ones who inspire us every day to provide the absolute best service and support. We owe you a vote of thanks for choosing us to be part of your life and to continue the Samarinda community tradition of locals looking after locals.

Soula

Bob Stensholt, Chair

Mark Zentgraf, CEO



Highlights for 2019/2020

- 196 Employees
- 233 Volunteers
- 10,456 Delivered Meals
- \$15,000 Donations
- 129 Members of Samarinda Ashburton Aged Services Inc.
- \$13,406,856 Annual Turnover
- Continued growth of the Home Care Packages Program
- Construction of new community building at 296 High Street

Client locations

97% of Samarinda's clients live within a 5 km radius of our services.



Funded Programs

- Residential Aged Care (Respite, Permanent)
- Home Care Packages Program
- Commonwealth Home Support Program
- Home and Community Care Program for Younger People
- NDIS Disability

Building Connections with Community

- Hall Hire
- Op Shop
- Donation
- Grants

Services provided

- Personal care
- Domestic assistance
- Home and garden maintenance
- Spring cleaning
- Assistive technology and equipment
- Wellbeing exercise nutrition program
- Social activity groups
- Community outings
- Carer support and respite
- Meals
- Nursing
- Allied Health
- Residential care (Respite, Permanent)
- Specialised Dementia care (day respite)
- Fee for service arrangements
- Positive Behavior support
- Case Management
- Community engagement
- Advocacy
- Shopping
- Wining and dining
- Navigating the Aged Care System
- Transport

Executive Team



Chief Executive Officer Mark Zentgraf

BN, Cert ICU, GradCertMgt, GradDipMgt, MBA **CEO - Samarinda Ashburton Aged Services**

Appointed in 2015

Over 20 years of senior management experience in the Acute Health, Subacute, Aged Care, Community and Commercial sectors.

Finance Manager

Jeffrey Armstrong

BBus (Accounting), Member of the Chartered Accountants Australia & New Zealand Appointed in 2017

Jeff's experience has seen him work in Australia and the United Kingdom for various not-for-profit organisations over the last 16 years, including for Sport England and Blind Veterans UK as well as a recent role as Corporate Services Manager for Fairview Homes for the Aged in Warragul.

Residential Services Manager

Karen Primmer

RN (Div 1), BAppSc (Nursing), Masters of Health Science (Aged Care)

Appointed in 2019

Karen has over 25 years experience as a Registered Nurse and has worked in the Aged Care sector for the past 15 years, including working as a Quality and Risk Manager for Primelife, Facility Manager for Primelife, Operations Manager for Arcare and State Manager for Craigcare.



Quality, Risk and Strategy Manager **Dustin Pham**

BAppSc (Biochemistry), Certificate in ISO9001 External Auditing

Appointed in 2017

Dustin has worked in various quality roles in both commercial and not-for-profit organisations over the past 15 years, with the most recent being Quality Manager for the Emerging Business Unit as well as National Manager Aged Care for Life Without Barriers.



Community Services Manager Sandra Bygrave

GradCert Ageing & Leisure

Appointed in 2018

Sandra has over 25 years in mangement and consultation for the aged care and disability industries. She has extensive experience in community engagement and service development.



Board



Bob Stensholt - Chair

BA, BDiv(Hons), MIntLaw, DipPhil Appointed 2003

A Victorian MP for over 10 years holding diverse roles, including Parliamentary Secretary for Treasury and Finance and Chair of Public Accounts & Estimates Committee, as well as senior management roles in Federal Government both in Australia and abroad. In recent years until his retirement in 2019 he has worked in the family consulting firm as well as served as Chief of Staff to Victorian State Ministers.

Bob has extensive experience in government services, international diplomacy, health and education, project evaluation, international water law, environment policy and international development. He is also involved in a wide range of local community organisations and activities. He chairs the Emergency Management Sub-Committee, is a member of the Governance Sub-Committee and as Board Chair attends other Sub-Committee meetings.

Dr Elizabeth Lanyon - Vice Chair

BA(Hon), LLM, PhD Appointed 2008

Dr. Lanyon is a lawyer with forty years experience in Victoria. She is Company Secretary and legal counsel for Good Shepherd Austrlaia New Zeland and independent panel chair for the Retirement Living Code of Conduct. Prior to this she was a senior Victorian government executive. Former Board roles include Preston TAFE, Korowa Anglican Girls School and Financial Ombudsman Service. Dr. Lanyon is Chair of the Governance sub-Committee and a member of the Finance & Risk Committee.

George Andreola - Treasurer

BBus(Acc), DCompSc Appointed 2007

George has a background in professional accounting services with over thirty years of experience in accounting, audit and corporate advisory. George is a member of the Institute of Chartered Accountants in Australia & New Zealand, a member of the Australian Institute of Company Directors, is a Registered Company Auditor and has considerable expertise in the aged care industry.

Phil Henty - Secretary

BA(Acc), DipSIA, F Fin Appo<mark>inted</mark> 2007

Phil is an investment professional with over thirty years experience in the Australian securities, equities, derivatives and fixed interest markets. He is also a member of the Finance Subcommittee and the Governance Subcommittee.

Dr Elizabeth McNaughton - Member

MBBS, *FRACGP* Appointed 2001

Dr. McNaughton is a General Medical Practitioner at the Glen Iris Medical Centre. She is also a member of the Governance Sub-committee, chairperson of the Clinical Governance Sub-committee, member of the Community Sub-committee and member of the Medication Advisory Committee.











Brian Bergin - Member

Appointed 2015

Brian was President of Ashburton Support Services prior to the merger with Samarinda in 2015. He has over thirty-five years of senior general management work experience and held directorships in both Australian and Overseas companies. Brian was a Rotarian for over 25 years and is still involved with numerous community organisations. Brian is Chair of the Community Services Committee and member of the Governance Subcommittee and member of the Clinical Governance Subcommittee.

Yen Bui - Member

BEd, *BAppSc* Appointed 2012

Yen was previously a mathematics teacher in Vietnam, a Senior Laboratory Manager, founder and group leader of LACVIET Choir, and president of VSCA (Vietnamese Senior Cultural Association). She has extensive involvement in the Vietnamese Community in Melbourne, is a Board member and Treasurer of the Australian Vietnamese Women Association, and a member of the Eye & Ear Hospital Community Diversity Advisory Board.



Leong Lee - Member

BEng(Mech) Appointed 2012

Leong has previously held directorships with ASX listed companies and is a business owner and an active member of community organisations. Leong is a member of the Finance & Risk Committee.



Russel Chesler - Member (resigned September 2019)

BA(Blding) Appointed 2012

Russel has over 10 years experience in retirement living, residential aged care development and strategic planning. Russel is a member of the Community Services Subcommittee.

Human Resources - Our Valuable People

Our staff and volunteers are our most valuable resource and pivotal in the ongoing success of Samarinda and achieving our purpose of supporting local people and families to remain connected to their community. They provide an invaluable service in maintaining and enhancing the wellbeing and quality of life of our residents and clients. We recognise that quality services are the result of the efforts of a highly skilled, committed and competent workforce.

During 2019/2020 we have continued to invest in our people, helping to equip them with the resources and knowledge they need to undertake their role competently and to respond to the ongoing challenges facing our sector, and our community more broadly.

This year our key Human Resources strategies continued to be:

- 1. Resourcing, planning and recruitment
- 2. People development and capability building
- 3. Organisational development

Successfully recruiting and retaining people who share in our vision, values and philosophies and have the required attributes is a focus of our workplace strategy and paramount to our service delivery. We have continued to foster a workplace environment where staff are provided with compelling reasons to join the team at Samarinda and even more reasons to stay.

New staff receive a comprehensive onboarding and induction program including training relevant to their role which is delivered in a blended learning approach (face-to-face and online). This includes the required mandatory training.

Our learning and development program calendar includes professional learning and development programs aimed at supporting staff and leaders in meeting their specific needs and requirements. We rolled out a range of training programs aimed at developing competencies, ensuring compliance, and enhancing clinical and care knowledge.

We value the health, safety and wellbeing of our people and continue to ensure our health and safety program provides the best possible safety outcomes for our entire community. Initiatives during 2019/2020 included continuation of the free flu vaccination program for staff and volunteers, access to free counselling and support services through our Employee Assistance Program, review of policies and procedures, introduction of COVID-19 Safe practices and processes and the introduction of a comprehensive infection control training program. In addition a range of initiatives occurred within the workplace to foster wellbeing; such as World Health Day for Safety at Work and International Nurses Day. The Volunteer Program has 233 volunteers aged from 18 to 91 years who greatly contribute to the success of our services. They are from diverse backgrounds, speaking thirty languages and bring a wealth of skills, abilities and experience to Samarinda. Throughout 2019/2020, efforts were made to continue to offer a rewarding experience to volunteers and others requiring volunteer support. These included maintaining a robust Volunteers Program, improved communication and information sharing, online training and a structured orientation program. In the second half of 2019/2020, COVID-19 had an impact on the ability to engage our volunteers across many of our programs. We are extremely grateful to all volunteers for the immeasurable gift of their time they give to the Samarinda community. To acknowledge their efforts throughout the year, Volunteers were presented with a certificate and a token of our appreciation.

Resourcing, planning and recruitment highlights:

- Attracted and appointed 69 new employees of which; 29 were part time and 40 were casual
- Appointed 6 new Registered/Endorsed Enrolled Nurses
- Appointed 23 new Personal Care Assistants
- Appointed 22 new Community Support Workers
- Appointed 50 new volunteers
- Streamlined recruitment function within Human Resources

People development and capability building highlights:

- Efforts of our staff recognised with celebratory activities for Aged Care Day 2019.
- Completion of the transition over to MedeHealth online training system.
- Review of mandatory training.
- Competency based assessments completed for staff across Residential Services and Community Services.
- Introduced formalised training days for staff in Community Services which enabled interaction between staff and a greater learning format.

Organisational development highlights:

- 10 staff advanced their careers obtaining other roles within Samarinda
- Restructuring of roles at 'The Ashy' Op Shop
- Completion of a staff satisfaction survey

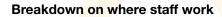
32 employees have been employed with Samarinda for more than 5 years

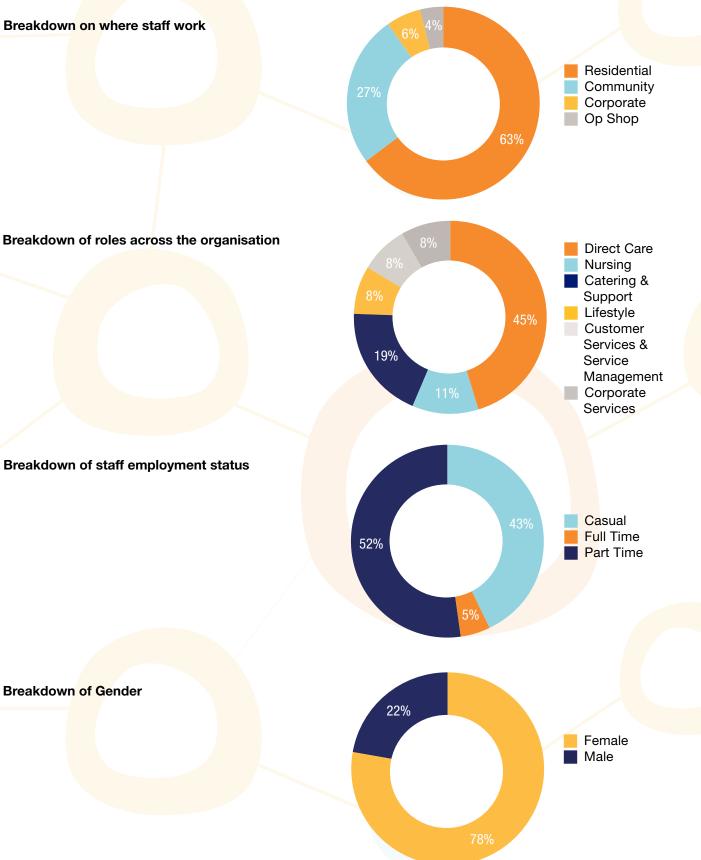
Between 5-10 years	15
Between 10-15 years	12
Between 15-20 years	3
20 years and greater	2





HR Snapshot

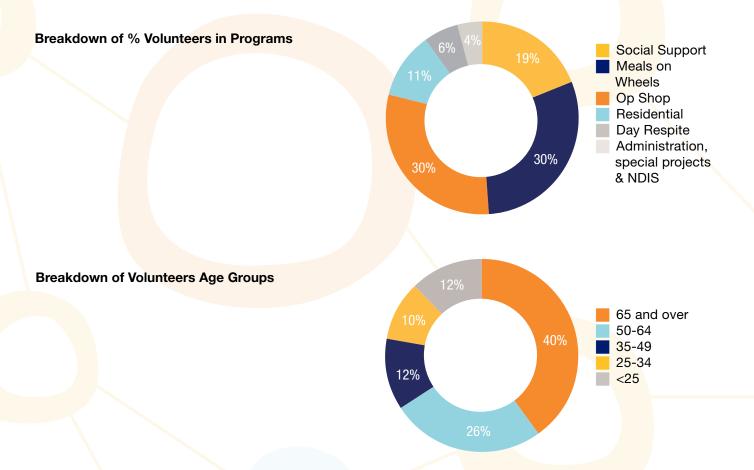




Breakdown of staff employment status

Breakdown of Gender

Our Volunteers



82 volunteers have been with the organisation for more than five years

Between 5-10 years	51
Between 10-15 years	11
Between 15-20 years	13
Between 20- <mark>30</mark> years	5
Between 30-40 years	0
40 years and greater	2

233 Active Volunteers 50 New Volunteers

Community Service Report

We began the 2019-20 financial year with the task of packing up over 60-years of history and ended amidst a global pandemic. Both events brought out the very best of us as we turned each challenge into an opportunity to forge new partnerships and strengthen old ones.

Through the vision of our Board members and a strong partnership with Boroondara City Council, the construction of a purpose built multi space seniors' centre commenced. We relocated into shared spaces at Elsie Salter House and Samarinda Lodge; borrowed space in the Ashburton Bowls Club Kitchen; and demountable accommodations on the Bowls Club carpark.

Fears that our clients might stop coming were never realised, despite the much smaller spaces we continued to grow across five community programs.

Day Respite

Operating from Elsie Salter House through a longstanding partnership with Ashburton Baptist Church, this vital program provides family carers with a little 'me time'.

In an environment that fosters creativity and social connection, purpose and sense is restored for each participant.

Client story: familiar action

Jenny was a French language teacher and strong advocate for mature aged workers. She also cooked for her family every day. She has forgotten the family recipes and dementia has robbed her memory of past glories . . . but watching her stand in the kitchen with Angela preparing a batch of muffins, her hands move in memory of familiar action. And when the tantalising aroma comes from the oven, her sense of purpose is restored as she hands around a plate of warm muffins and knows she has brought joy to others.

Delivered Meals

This year Lourdes and her team moved in with our neighbours. Thanks to Liz and the members of Ashburton Bowls Club, who made room in their kitchen during our rebuild and were no doubt charmed by the occasional taste testing of home-made cakes and cookies.

Over 10,400 meals were provided by an army of kitchen hands and delivery drivers, who provided a friendly face and consistency even in the midst of COVID-19 lock downs and isolation.

More than just a meal

Throughout the year our delivery volunteers operated as a vital early alert for clients who were unwell or had fallen, gaining a swift service response rather than spending hours alone. Our volunteer bakers made extra little treats that went out each week with the meals. A generous gift from a local resident provided free face masks for our delivered meals clients and thanks to a donation from Woolworths, they all received a truly precious gift of toilet paper!!





Disability Services

This newest diversification of service offerings has achieved exceptional results in its first full 12-months of operation. By end of June 2020 we had a client base of 95; our Community Support Workers delivered almost 5,000 hours of service; and we exceeded budget forecast with an operating surplus of \$73,000.

Client story: achieving a dream

Anne loves to shop and over the years her accumulation of belongings became a space problem, especially with the impending sale of her family home. Anne and her Support Team: Stella, Helen and Eliza, spent 12 months decluttering her home – she gifted a large supply of art and craft materials to the Ashwood Social Club, set up shop in our Community Centre garage sale to sell items that she chose to part with and hired a skip for the things that need to be discarded. Anne had spent years buying and storing party decorations, but she never had the room for visitors.

Anne has now moved into her new home and achieved that dream - hosting her first ever party for family and friends, complete with food, drinks and decorations.



Home Care Program

Our Home Care Program is one of our biggest success stories. In this 12-months, we achieved 88% growth in client numbers, doubled our workforce capacity, and delivered an operating surplus of \$368,559.

This program works in close partnership with all areas of Samarinda to ensure a seamless transition for Commonwealth Home Support Program clients assigned a Home Care Package, and also supports the transfer between Home Care and Residential Care for both respite and permanent placement. 67% of our Home Care clients who required a higher level of care, chose Samarinda Lodge.

COVID story: fighting fears

Our team of Service Advisors and Community Support Workers have delivered an exceptional level of customer service during this year, particularly as clients fought fears of a virus that was proving more deadly to their age group. Clients became socially isolated from family members and friends and became fearful of leaving their homes amidst media reports of growing community transmission and a daily death count.

The Samarinda 'family' wrapped around some of these clients, providing clinical information on infection control and scientific information on the nature of the virus. We also worked in partnership with families, GP's and local counselling services to ensure clients experiencing higher levels of anxiety were given appropriate and professional support.

Social Support Program

With the rebuild of our community centre, the Social Support group activities were relocated into temporary accommodations including: a demountable building located on the Ashburton Bowls Club carpark for our community lunches, exercise, dance, Golden Friendship Group and CALD community group activities; spaces in Samarinda Lodge for our Chinese community group's English language classes; a communal space at Stocks Village for our art, sewing, and knitting groups.

We also reinvented our approach to social support during the social restrictions, with shopping assistance, teleconference group activities and Tai Chi online.

Community Service Report (cont.)

Excitement Building

Via a live feed set up by our IT team John and Marco, we watched the construction activities from earth moving equipment digging out the new underground carpark, to the delivery of framework and laying of bricks.



Excitement was building over the year as our clients watched, waited and reported the progress. It is truly a stunning building with lots of light and multi-purpose spaces – we can't wait to move in.

Volunteer Program

During the 2019-20 financial year our volunteers have continued to extend the reach of all Samarinda operations.

Through their efforts in receiving, sorting and selling donated pre-loved goods at The Ashy Op Shop, they contributed to achieving \$348,000 in sales income.

On average our volunteers gave over 1,900 hours per month, delivering meals, baking cakes and cookies, providing social connections for our residential and community clients, transporting clients to and from the community centre and assisting with a variety of administrative tasks.

Sewing sheets and sharing skills

The COVID-19 pandemic brought many challenges, not least the unexpected shortage of personal protective equipment such as gowns.

Our Volunteer Coordinator, David, sent out an email and we were inundated with offers from people willing to sew the gowns and donations of cotton sheets to make them from. Another email was sent asking our volunteers to list qualifications and skills they were willing to offer if we had a shortage of staff in the Lodge – and again we were inundated.



Thank you to our army of skilled, talented and generous volunteers who helped us to face an unprecedented challenge with confidence.

Sandra Bygrave

Community Services Manager

Residential Care

The financial year of 2019/2020 has now come to an end and during this time the Residential team had been working hard to consolidate and improve our service model for the people living here at Samarinda.

We were able to achieve some positive results for our residents, our staff and the organisation. We first reviewed our feedback mechanisms which provided some vital information around keys areas requiring a greater focus for improvement.

Our catering service was one such area, so the Chef Manager and his team reviewed their procedures and workflow from food preparation to plating to ensure we improved the service to our residents.

The Chef Manager worked closely with residents and received regular feedback on meals and the food service. He adapted his preparations until he was matching residents' expectations.

From this review, it was identified our team required some additional training and we also required some additional equipment to improve our overall dining experience. The feedback we now receive is very complimentary and this has been very pleasing to see.

In the New Year we embarked on a major endeavour to organise a bus trip for all our residents to engage with the community. After much discussion it was decided we would go to the Melbourne Zoo. Our Lifestyle Coordinator (Michelle) started researching all of the different requirements we would need to organise for this new trip. It took many conversations and emails to coordinate the transport, the meals, the staff and the volunteers. We saw this trip as an opportunity for families to spend time with their loved ones outside of the facility environment and to enjoy some fresh air together.

By the end of the day everyone was exhausted but still had the energy to laugh as they told stories of the day events. Overall the day was a great success and all the residents who attended couldn't stop talking about the outing for weeks. At the time we never thought that this day would be an invaluable memory for the resident's and their families as we were about to enter into an unexpected lockdown.

Well done to all involved with this wonderful initiative!

As our lives changed living in a pandemic situation, it was important that we kept the facility functioning as normal as possible. In the background however, we conducted extensive education and training for all staff. Samarinda's approach was to conduct face to face training with an experienced nurse who had infection prevention gualifications, which was competency based so we could be confident that all our team had the knowledge and skills to keep our residents and ourselves safe and well. We received and implemented multiple legislative and departmental changes all with minimal impact to our residents however our staff did look slightly different wearing their PPE.

We have been surprised by some of the hidden talents and qualification of our staff and we have been fortunate to utilise these skills within the facility to continue to have different programs and social activities.

I would like to say thank you to all the residential team for their hard work and commitment during the past year and also to the Executive team and Board for their ongoing support - much appreciated

Karen Primmer

Residential Services Manager



'The Ashy' Op Shop

The year 2020 has presented more than the usual challenges for the Op Shop.

In this year we have been closed for trade for a number weeks due to the Covid Pandemic. We have seen the appointment of a new co-manager, Jacquie Hourigan to job-share with Sybella Sullivan. As we are placed in the heart of the Ashburton Community and the High St Traders we have witnessed the struggle and survival of the community spirit in the face of adversity.

We, like so many others, had to be closed for trade for most of the autumn months. During this time the core staff have been able to continue on site at the Op Shop. We have been receiving donations as the citizens of Boroondara have done numerous clear-outs of their homes during lockdown. The donations have fluctuated at times depending on the weather and the news, but have been steady throughout. We have taken the time to re-organise and refresh the shop, giving it a mini-makeover. We have had the opportunity to rethink and re-set some of our processes; spend time training and building staff skills. Our storage capacity has been challenged as the outlet for goods has been closed but the intake has stayed strong!

Prior to the 23rd of March, 'The Ashy' had delivered a surplus of \$140,000 which means that we were on track to exceed 2019. During June when we were able to trade, the shop was only open for 3 days a week; and in those 3 days achieved similar sales figures to a normal full week. The community has certainly been there to support the shop with this amazing response and the number of walkers who stopped to express their wish for the shop to be open is a good indication that we will hit the ground running when lockdown ends. The 'community hub' of friends, committed volunteers, and devoted locals have continued to show their faces and express their appreciation of what we are doing here at the Op Shop. Many of our volunteers have stayed in touch and promised to return to help us re-open.

We must thank our volunteers and those at Samarinda who support them. We are grateful for the ongoing belief and support that Samarinda has given to 'The Ashy' through a difficult year and we look forward to greater success in 2021.

Sybella Sullivan & Jacquie Hourigan Co-Managers, 'The Ashy' Op Shop



Treasurer Report

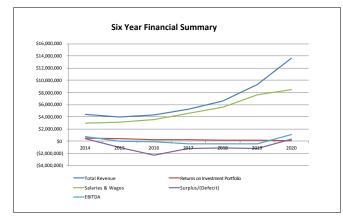


During the 2020 financial year, Samarinda Ashburton Aged Services (Samarinda) reported an overall comprehensive surplus of \$99,333 after taking into consideration various government financial assistance schemes of \$863,460, (2019: deficit of \$1,137,292). In the absence of this government financial assistance, Samarinda would have incurred an accounting deficit of \$764,127 for 2020.

Samarinda's results for the year were also impacted by the first time adoption of a new Australian Accounting Standard – AASB 16 Leases. This standard specifies how leases are now recognised and accounted for, including how the benefit of non-interest bearing Residential Accommodation Deposits are recognised and accounted for. The adoption of this new standard had nil effect on the reported trading surplus (revenue of \$1.4 million offset by an equivalent expense of \$1.4 million) and no cash flow effect as the adoption of the new standard had no cash flow consequences. Further and better particulars dealing with AASB 16 Leases is disclosed in Samarinda's Accounting Policies set out in Note M in the financial statements.

Samarinda's results from our ordinary trading activities (before government financial assistance), disclosed a deficit of \$671,429 (2019: deficit of \$1,195.274). Notwithstanding this negative outcome, this is a pleasing result noting that Samarinda has continued to improve its financial performance post the completion of its building activities during the previous period.

Samarinda's improved financial performance over the last six years can be observed in the table below.



Overall, whilst our resident fees and government subsidies disclosed increases of approximately \$2 million (2019: \$1.64 million), our personnel costs (which constitute a significant amount of Samarinda's ordinary trading revenue base) have increased by approximately \$855,000 (2019: \$2 million) which is reflective of the increment in staff numbers consistent with the increased level of occupancy during the year and care giving activities. In terms of cost of service delivery (including client & administration costs), these disclosed an increment of \$2.25 million (2019: increment of \$1.23 million). In terms of other material expenses, these remained ostensibly within budget expectations.

As highlighted above, Samarinda faces various difficulties dealing with occupancy, workforce complications and government funding. Our current difficulties are not unique to Samarinda, but are a problem for the industry at large which will hopefully be addressed by the recommendations of the Aged Care Royal Commission and the adoption of these recommendations by the government.

The cash flow for the period disclosed an inflow from operations of \$1.09 million (2019: outflow of \$0.57 million) and an outflow from investing activities of \$0.294 million (2019: \$0.363 million) mainly relating to the funding of investments and property, plant & equipment. The outflow from financing activities of \$0.670 million (2019: inflow of \$7.35 million) is as a result of the net outflow from the repayment of bonds during the year. Overall, net cash increased by \$0.127 million (2019: increased by \$6.42 million) during the year.

As at 30 June 2020, our balance sheet remains extremely strong with a net positive asset position of \$4.367 million (2019: \$4.267 million). Our balance sheet position is represented by cash and investments of \$11.5 million (2019: \$11.5 million), property, plant & equipment of \$24.76 million (2019: \$25 million), off-set by total liabilities of \$32.4 million (2019: \$32.6 million) mainly comprising bond liabilities of \$30.2 million (2019: \$31 million).

To my fellow Finance Sub-committee members, thank you for your significant contribution in the financial management and good governance of Samarinda. The Finance Sub-committee would also like to note and thank JB Were for their continued support and investment advice. Furthermore, we wish to thank all staff, volunteers and the Committee of Management for their continued dedication and support.

George Andreola Treasurer

SAMARINDA ASHBURTON AGED SERVICES INC *Financial Statements* 2019/2020



SAMARINDA ASHBURTON AGED SERVICES INC FINANCIAL STATEMENTS 2019/2020

ABN 48 522 054 140 Incorporated Associations Registration No. A00023229

Table of Content

Board Report

Statement of Surplus or Deficit and Other Comprehensive Income

Statement of Financial Position

Statement of Changes in Equity

Statement of Cash Flows

Notes to the Financial Statements

Declaration by the Board

Auditor's Independence Declaration

Independent Auditor's Report

Main Office Samarinda Residential	Samarinda Community	Samarinda Day Respite	Samarinda "The Ashy" Op-Shop
286 High Street Ashburton VIC 3147	296 High Street Ashburton VIC 3147	Elsie Salter House 11 Marquis Street Ashburton VIC 3147	285b High Street Ashburton VIC 3147
t 1300 591 464 f 03 9885 9829	t 1300 591 464 f 03 9885 1239	t 1300 591 464 f 03 9813 8265	t 1300 591 464
admin@saas.org.au	communityadmin@saas.org.au	eshadmin@saas.org.au	op-shop@saas.org.au

An Independent Not for Profit Organisation

BOARD REPORT FOR THE YEAR ENDED 30 JUNE 2020

The Board of Samarinda Ashburton Aged Services Inc. (Samarinda) submits herewith its annual financial report for the financial year ended 30 June 2020.

BOARD MEMBERS

The names and details of the Board members in office during the financial year and up to the date of this report are as follows. Members were in office for this entire period unless otherwise stated.

Bob Stensholt (Chair) Elizabeth Lanyon (Deputy Chair) Phil Henty (Secretary) George Andreola (Treasurer) Brian Bergin Yen Bui Leong Lee Liz McNaughton Russel Chesler (resigned 5 September 2019)

PRINCIPAL ACTIVITIES

The principal activity of Samarinda during the year ended 30 June 2020 continued to be the management of a facility providing residential care for aged persons and operating a day respite service offering specialised programs for the frail and those living with dementia and their carers, and continues to provide community support services and programs, home care package services, NDIS services and the operation of an opportunity shop.

REVIEW OF OPERATIONS

The total Comprehensive surplus for the year was \$99,333 (2019 deficit \$1,137,292).

Samarinda has operated in pursuing its objectives throughout the year and is in a sound financial position to support its future activities.

CHANGES IN STATE OF AFFAIRS

There was no significant change in the state of affairs of Samarinda other than that referred to in the financial statements or notes thereto.

ENVIRONMENTAL REGULATION

Samarinda's operations are not subject to any significant environmental regulations under either Commonwealth or State legislation.

FUTURE DEVELOPMENTS

The City of Boroondara has commenced the redevelopment of the Ashburton Seniors Centre at 296 High Street Ashburton during the year ended 30 June 2020. Since the end of the financial year, this redevelopment has been completed.

CORPORATE STRUCTURE

Samarinda is an Incorporated Association. The address of the registered office and principal place of business is 286 High Street, Ashburton.

INDEMNIFICATION AND INSURANCE OF DIRECTORS AND OFFICERS

Samarinda has obtained insurance in respect of all directors and officers against all liabilities to other persons that may arise from their positions as directors and officers, except where the liability arises out of conduct involving a lack of good faith.

As part of the funding agreement with the Department of Health and Human Services, the premium of this insurance was paid for by the aforementioned for Samarinda for the period from 1 July 2019 to 30 June 2020.

BOARD MEETINGS

The following table sets out the number of Board and sub-committee meetings held during the financial year and the number of meetings attended by each member.

	BOA	RD	FINANC COMM		GOVERN UB-COMI	
	Held	Attended	Held	Attended	Held	Attended
Bob Stensholt	11	10	11	11	4	3
Elizabeth Lanyon	11	9	11	10	4	4
Phil Henty	11	7	11	11	4	4
George Andreola	11	6	11	9	-	-
Leong Lee	11	8	11	11	-	-
Liz McNaughton	11	9	-	-	4	4
Brian Bergin	11	11	-	-	3	3
Yen Bui	11	6	-	-	-	-
Russel Chesler	2	2	-	-	-	-

	Held	Attended	Held	Attended
Bob Stensholt	8	6	11	10
Liz McNaughton	8	7	11	10
Brian Bergin	8	8	11	11
Yen Bui	8	6	-	-
Elizabeth Lanyon	8	4	11	5
Russel Chesler	2	1	-	-

Signed in accordance with a resolution of the Board Dated this 30 October 2020

BOB STENSHOLT (Chair)

S. Auld Allongon

ELIZABETH LANYON (Deputy Chair)

STATEMENT OF SURPLUS OR DEFICIT AND OTHER OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	NOTES	2020 \$	2019 \$
		Ť	Ŧ
Revenues from ordinary activities	2	13,406,856	9,327,294
Employee benefits expense		8,443,192	7,588,648
Client expense		1,716,280	1,176,718
Property and equipment maintenance		475,069	390,323
Depreciation	3	685,165	660,212
Finance costs		37,513	92,792
Interest expense on RADs	1 (m)	1,404,005	-
Administrative expense		535,061	613,874
Total expenses		13,296,285	10,522,568
Surplus/ (Deficit) from ordinary activities		110,571	(1,195,274)
Other comprehensive income for the year			
Items that may be classified subsequently to surplus or deficit:			
Unrealised Gain (Loss) on Investments		(11,238)	57,982
		(11,238)	57,982
Total Comprehensive Surplus (Deficit) for the year		99,333	(1,137,292)

The accompanying notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	NOTES	2020	2019
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash assets	5	10,322,025	10,194,588
Receivables	6	162,897	215,331
Other	7	324,551	103,410
Total Current Assets		10,809,473	10,513,329
NON CURRENT ASSETS			
Property, plant and equipment	8	24,663,244	25,046,265
Right of use assets	14	104,394	-
Investments	9	1,211,244	1,297,274
Total Non Current Assets		25,978,882	26,343,539
TOTAL ASSETS		36,788,355	36,856,868
LIABILITIES			
CURRENT LIABILITIES			
Payables	11	961,308	656,374
Provisions	12	994,644	767,191
Non interest bearing liabilities	13	30,214,292	31,053,786
Lease Liability	14	18,828	-
Total Current Liabilities		32,189,072	32,477,351
NON CURRENT LIABILITIES			
Provisions	12	142,760	111,822
Lease Liability	14	89,493	-
Total Non Current Liabilities		232,253	111,822
TOTAL LIABILITIES		32,421,325	32,589,173
NET ASSETS		4,367,030	4,267,695
EQUITY			
Reserves	16	8,323,971	8,551,804
Retained surplus (deficit)	16	(3,956,941)	(4,284,109)
TOTAL EQUITY		4,367,030	4,267,695

The accompanying notes form part of these financial statements

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
ASSET REVALUATION RESERVE		
Opening Balance	8,551,804	8,493,822
Investments at fair value R evaluation increment (decrement) Realised gain on sale of investments	(11,238) (216,595)	57,982
Closing Balance RETAINED EARNINGS	8,323,971	8,551,804
Opening Balance	(4,284,109)	(3,088,835)
Surplus / (Deficit) attributable to the entity	110,571	(1,195,274)
Realised profit on sale of investments	216,595	-
Closing Balance	(3,956,941)	(4,284,109)
TOTAL EQUITY	4,367,030	4,267,695

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	NOTES	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from operating activities		11,825,184	9,144,960
Interest and dividends received		138,292	141,956
Payments to suppliers and employees		(10,872,760)	(9,857,750)
Net Cash Flows Provided by Operating Activities	21	1,090,716	(570,834)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of investments		747,651	-
Payments for property, plant and equipment		(281,266)	(362,663)
Payments for investments		(759,957)	-
Net Cash Flow Provided by / (Used in) Investing Activities	5	(293,572)	(362,663)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from accommodation bonds and deposits		4,557,000	16,608,090
Repayment of accommodation bonds and deposits		(5,209,757)	(5,465,286)
Loan funds received (repaid)		-	(3,789,289)
Repayment of lease liabilities		(22,000)	-
Interest on lease liabilities		5,050	-
Net Cash Flows Provided by / (Used in) Financing Activitie	es	(669,707)	7,353,515
Net Increase / (Decrease) in Cash Held		127,437	6,420,018
Cash at beginning of financial year		10,194,588	3,774,570
Cash at the end of the Financial Year	21	10,322,025	10,194,588

The accompanying notes form part of these financial statements

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards – Reduced Reporting Requirements, and the Australian Charities and Not-for-profits Commission Act 2012. All amounts are presented in Australian Dollars.

The financial report covers Samarinda as an individual entity. Samarinda is an incorporated association domiciled in Australia under the Associations Incorporation Reform Act 2012.

The financial statements of Samarinda for the year ended 30 June 2020 are authorised for issue by a resolution of the Board on 30 October 2020.

The following is a summary of the significant accounting policies adopted by Samarinda in the preparation of its financial report. The accounting policies have been consistently applied, unless otherwise stated.

BASIS OF PREPARATION

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of noncurrent assets. Cost is based on the fair values of the consideration given in exchange for assets.

(a) INCOME TAX

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

(b) REVENUE RECOGNITION

Samarinda Ashburton Aged Services Inc adopted AASB 15: Revenue from Contracts with Customers and AASB 1058: Income of Not-for-Profit Entities during the year:

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

- 1. Identify the contract with the customer
- 2. Identify the performance obligations
- 3. Determine the transaction price
- 4. Allocate the transaction price to the performance obligations

5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Income streams

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

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Donations without enforceable contracts are recognised upon receipt.

Daily Accommodation Payments (DAPs) are recognised as income where a resident has not paid the full balance of a refundable accommodation deposit from the date of entry into permanent care. DAPs may be drawn down from the refundable deposit or paid in cash.

Government grants are recognised on the basis that the transfer of promised goods or services to customers at an amount that reflects the consideration expected to be received in exchange for those goods or services. Each agreement is analysed to determine the revenue recognition in accordance with the five step model. Where performance obligations have not been met, it will result in unearned income at year end.

Home Care Package funding received is held in trust and recorded as a liability until the point where the service has been provided to the HCP client and the right to earn revenue has been established. Where the service is provided by a third party, this is recorded as revenue and expense at the time the service is provided to the client.

Other revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services.

Application

The Association has chosen to use the modified retrospective application when applying this new accounting standard. Therefore, the comparative numbers are prepared under AASB 118 Revenue and AASB 1004 Contributions.

This application has not resulted in any adjustment to opening retained earnings.

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

(c) FINANCIAL INSTRUMENTS

Initial Recognition and measurement

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

Financial instruments (except for trade receivables) are initially measured at fair value plus transactions costs, except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to the profit or loss immediately. In most circumstances trade receivables are initially measured at the transaction price.

Classification and subsequent measurement

Financial instruments are subsequently measured at either fair value or amortised cost using the effective interest rate method. The subsequent measurement depends on the classification of the financial instrument as described below.

Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties in an arm's length transaction. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

The effective interest method is used to allocate interest income or interest expense over the relevant period. *Financial Assets*

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Financial assets that meet the following conditions are subsequently measured at amortised cost:

- the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

By default, all other financial assets are subsequently measured at fair value through profit or loss (FVTPL).

Despite the above, the Association may make the following irrevocable elections/designations at initial recognition of a financial asset:

- the Association may irrevocably elect to present subsequent changes in fair value of an equity instrument in other comprehensive income if certain criteria are met; or
- the Association may irrevocably designate a financial asset that meets the amortised cost or FVTOCI criteria as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch

i. Financial Liabilities

All financial liabilities are subsequently measured at amortised cost using the effective interest method or at FVTPL

Financial liabilities are classified as at FVTPL when the financial liability is contingent consideration of an acquirer in a business combination, held for trading, or it is designated as at FVTPL.

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

Impairment

The Association recognises a loss allowance for expected credit losses on financial assets that are measured at amortised cost or at FVTOCI. No impairment loss is recognised for investments in equity instruments. The amount of expected credit losses is updated at each reporting date to reflect changes in credit risk since initial recognition of the respective financial asset.

The Association recognises lifetime expected credit losses for trade receivables. The expected credit losses on these financial assets are estimated based on the Association's historical credit loss experience, adjusted for factors that are specific to the debtors, general economic conditions and an assessment of both the current as well as the forecast direction of conditions at the reporting date, including time value of money where appropriate.

(d) PROPERTY, PLANT & EQUIPMENT

Land is measured at fair value. Fair value is determined on the basis of an independent valuation undertaken as at 30 June 2018. The fair values are recognised in the financial statements and reviewed at the end of each reporting period to ensure that the carrying value of land and buildings is not materially different from their fair values.

Any revaluation increase arising on the revaluation of land is credited to the asset revaluation reserve, except to the extent that it reverses a revaluation decrease for the same asset previously recognised as an expense, in which case the increase is credited to the Statement of Surplus or Deficit and Other Comprehensive Income to the extent of the decrease previously charged. A decrease in carrying amount arising on the revaluation of land is charged as an expense in profit or loss to the extent that it exceeds the balance, if any, held in the asset revaluation reserve relating to a previous revaluation of that asset. Depreciation on revalued buildings is charged to profit and loss.

Buildings, plant and equipment are stated at cost less accumulated depreciation and impairment. Cost includes expenditure that is directly attributable to the acquisition of the item.

Depreciation is provided on property, plant and equipment, including buildings but excluding land. Depreciation is calculated on a straight line basis to write off the net cost or other revalued amount of each asset over its expected useful life to its estimated residual value. The expected useful lives for each class of depreciable asset are:

Category	Useful Life
Plant and Equipment	3-10 years
Buildings	40 years
Motor Vehicles	4 years
Leasehold Improvements	1 ½ years

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

Plant and equipment that has been contributed at no cost, or for nominal cost is valued at the fair value of the asset at the date it is acquired.

(e) CASH AND CASH EQUIVALENTS

For the purpose of the Statements of Cash Flows, cash includes cash on hand and in banks and investments in money market instruments readily convertible to cash.

(f) EMPLOYEE BENEFITS

Provision is made for Samarinda's liability for employee benefits arising from services rendered by employees to balance sheet date.

Employee benefits have been measured at the amounts expected to be paid when the liability is settled plus related on costs. If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at a rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

Contributions are made by Samarinda to employee superannuation funds and are charged as expenses when incurred.

(g) COMPARATIVE AMOUNTS

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

(h) GOODS AND SERVICES TAX

Revenues, expenses, assets and liabilities are recognised net of the amount of goods and services tax (GST), except:

(i) where the amount of GST incurred is not recoverable from the Australian Taxation Office, it is recognised as part of the cost of acquisition of an asset or as part of an item of expense; or

(ii) for receivables and payables which are recognised inclusive of GST.

The net amount of GST recoverable from, or payable to, the Australian Taxation Office is included as part of receivables or payables.

Cash flows are included in the cash flow statement on a gross basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office is classified as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the Australian Taxation Office.

(i) IMPAIRMENT OF ASSETS

The carrying value of plant and equipment are reviewed for impairment at each reporting date, with recoverable amount being estimated when events or changes in circumstances indicated that the carrying value may be impaired. The recoverable amount of plant and equipment is the higher of fair value less costs to sell and the depreciated replacement cost.

Impairment exists when the carrying value of an asset exceeds its estimated recoverable amount.

The asset is then written down to its recoverable amount.

For buildings and plant and equipment, impairment losses are recognised in the Statement of Surplus or Deficit and Other Comprehensive Income. However, because land is measured at revalued amounts, impairment losses on land are treated as a revaluation decrement.

(j) ACCOMMODATION BONDS & REFUNDABLE ACCOMMODATION DEPOSIT

Accommodation bonds and Refundable Accommodation Deposit are recorded at an amount equal to the proceeds received and classified as a current liability as they are repayable on demand.

(k) CONTRIBUTIONS

Samarinda receives non-reciprocal contributions from the government and other parties for no or a nominal value. These contributions are recognised at the fair value on the date of receipt at which time an asset is taken up in the balance sheet and revenue is recognised in the statement of Surplus or Deficit and Other Comprehensive Income.

(I) **PROVISIONS**

Provisions are recognised when Samarinda 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.

(m) LEASES

Samarinda has adopted AASB 16 Leases for the first time in the current year with a date of initial application of 1 July 2019.

At inception of a contract, the organisation assesses whether a lease exists - i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration.

This involves an assessment of whether:

- The contract involves the use of an identified asset this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right then there is no identified asset.
- The organisation has the right to obtain substantially all of the economic benefits from the use of the asset throughout the period of use.
- The organisation has the right to direct the use of the asset i.e. decision making rights in relation to changing how and for what purpose the asset is used.

Lessee accounting

The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

At the lease commencement, the organisation recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the organisation believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the organisation's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the organisation's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Exceptions to lease accounting

Samarinda has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The organisation recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

Lessor accounting

Contracts with customers contain provisions for accommodation, use of common areas/facilities for provision of care and other services. The organisation has concluded that its contractual arrangements relating to the provision of residential aged care and retirement living accommodation are an operating lease pursuant to AASB 16, being the exclusive right to the use of a room/unit by a resident.

For residential aged care accommodation arrangements where the resident has elected to pay a RAD, the organisation receives a financing benefit, being non-cash consideration, in the form of an interest free loan. On adoption of AASB 16, the fair value of this non-cash consideration is required to be recognised as income (to reflect the interest free loan financing benefit received on RADs) and, correspondingly, interest expense (to record the financial liability associated with RADs at fair value) with no net impact on profit or loss.

The application of AASB 16 for the year ended 30 June 2020 has been calculated based on:

- average RAD balance for the year; and
- interest rate equal to the Maximum Permissible Interest Rate (MPIR) of 4.89% applicable at 30 June 2020, which is a Government set interest rate used to calculate the Daily Accommodation Payment to applicable residents.

The organisation's Statement of Income and Expenditure and Other Comprehensive Income presents Income of \$1.4M and an additional Finance cost (i.e. interest expense) of \$1.4M, with \$nil impact to net result for the year. The accounting treatment for residential aged care accommodation arrangements where residents have elected to pay a DAP has not changed upon adopting AASB16

In accordance with AASB 16, a lessor is not required to make any adjustments on transition for leases in which it is a lessor and shall account for those leases applying AASB 16 from the date of initial application (1 July 2019). Therefore, comparatives have not been restated.

(n) ECONOMIC DEPENDENCE

Samarinda is dependent on the Commonwealth Department of Health and the Victorian Department of Health and

Human Services for the majority of its revenue used to operate the business. At the date of this report the Board has no reason to believe that these revenue sources will not continue to support Samarinda

(o) CRITICAL ACCOUNTING ESTIMATES & JUDGEMENTS

The Board evaluates estimates and judgments incorporated into the financial report 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 Samarinda

(p) KEY ESTIMATES – IMPAIRMENT

Samarinda assesses impairment at each reporting date by evaluating conditions specific to Samarinda that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Fair value less costs to sell or current replacement cost performed in assessing recoverable amounts incorporate a number of key estimates

(q) FAIR VALUE MEASUREMENT

Samarinda measures financial instruments (investments in listed entities) and non-financial assets (land), at fair value at each reporting date. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date, regardless of whether that price is directly observable or estimated using another valuation technique. In estimating the fair value of an asset or a liability, the entity takes into account the characteristics of the asset or liability if market participants would take those characteristics into account when pricing the asset or liability at the measurement date.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefit by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use. The Board engages independent experts to consult in respect of fair value judgments.

(r) LIQUIDITY MEASUREMENT

As at 30 June 2020, Samarinda had current liabilities greater than its current assets. The financial report has been prepared on the going concern basis as the majority of current liabilities relate to and Refundable Accommodation Bonds Refundable Accommodation Deposits from residents. The Board believes that these liabilities are unlikely to be fully repaid within the next 12 months and Samarinda is required to maintain sufficient liquidity under the Prudential Standards to enable it to meet its liabilities as and when they become due and payable. The Liquidity Management Strategy is reviewed at least annually and the minimum level of liquidity required based on the projected bond/deposit pool at 30 June 2021 is set at a minimum of \$4.8 million or the value of bonds subject to probate and repayment at any one time, whichever is the greater.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

2019

\$

2020

\$

2. REVENUES FROM ORDINARY ACTIVITIES

REVENUES FROM OPERATING ACTIVITIES		
Residents and clients fees	4,465,284	3,124,719
Government subsidies	6,251,092	5,553,933
Investment income	51,194	163,071
Donations	15,162	13,274
Sale of goods (op-shop)	348,139	436,481
Accommodation bond retentions	-	1,655
JobKeeper subsidy	732,000	-
Cash flow boost	50,000	-
COVID-19 Support Supplement	81,462	-
Income on RADs	1,404,005	-
Sundry	8,519	34,161
Total Revenue from Operating Activities	13,406,856	9,327,294

3. OPERATING RESULT

THE OPERATING RESULT FROM ORDINARY ACTIVITIES INCLUDES

Depreciation of property plant and equipment		
Plant and equipment	230,744	234,764
Motor vehicles	14,543	7,192
Buildings	419,000	418,256
	664,287	660,212
Depreciation of right of use asset		
11 Marquis Street Ashburton	20,878	-
Total depreciation	685,165	660,212

4. REMUNERATION OF BOARD AND KEY MANAGEMENT PERSONNEL

No fees were paid to Board Members during the year (2019 \$Nil).

During the year ended 30 June 2020, key management personnel received total remuneration (including employer superannuation) of \$520,763 (2019 \$473,839).

		2020 \$	2019 \$
	CASH		
	Cash at bank and on hand	247,829	64,615
	Deposits at call	6,074,196	8,129,973
	Term Deposits	4,000,000	2,000,000
		10,322,025	10,194,588
6	. RECEIVABLES		
	Sundry debtors	162,897	215,331
7	. OTHER CURRENT ASSETS		
	Accrued income	265,402	44,086
	Prepayments	59,148	59,324
		324,550	103,410
	B. PROPERTY, PLANT & EQUIPMENT and – at independent valuation	8,300,000	8,300,000
В	Buildings at cost	16,714,197	16,705,928
L	ess: accumulated depreciation	(1,429,376)	(1,010,376)
Ν	lote 8a (i)	23,584,821	23,995,552
L	easehold improvements	11,138	11,138
L	ess: accumulated depreciation	(11,138)	(11,138)
Ν	lote 8a	-	_
Р	lant and equipment at cost	2,419,480	2,219,306
L	ess: accumulated depreciation	(1,383,780)	(1,225,859)
Ν	lote 8a (ii)	1,035,700	993,447
Ν	Aotor vehicles at cost	231,402	231,402
L	ess: accumulated depreciation	(188,679)	(174,136)
Ν	lote 8a (iii)	42,723	57,266
_		04 000 045	

24,663,245

25,046,265

Total Property, Plant & Equipment

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

2020	2019
\$	\$

8(a). PROPERTY, PLANT AND EQUIPMENT - RECONCILIATION

Reconciliation of the carrying amount of each class of the property, plant and equipment are set out below.

(i) LAND AND BUILDINGS			
Carrying amount at beginning	23,995,552	24,175,528	
Additions	8,269	238,280	
Depreciation expense	(419,000)	(418,256)	
	23,584,821	23,995,552	

(ii) PLANT AND EQUIPMENT			
Carrying amount at beginning	993,447	1,172,620	
Additions	272,997	55,591	
Depreciation expense	(230,744)	(234,764)	
	1,035,700	993,447	

(iii) MOTOR VEHICHLE		
Carrying amount at beginning	57,266	-
Additions		64,458
Depreciation expense & write down	(14,543)	(7,192)
	42,723	57,266

9. INVESTMENTS

Financial Assets at fair value through Other Comprehensive Income	538,485	1,297,274
Financial Assets at fair value through P&L	672,759	-
	1,211,244	1,297,274

10. FAIR VALUE

Fair value measurement requires that financial and non-financial assets and liabilities measured at fair value be disclosed according to their position in the fair value hierarchy. This hierarchy has three levels. Level 1 is based on quoted prices in active markets for identical assets; Level 2 is based on quoted prices or other observable market data not included in level 1; while Level 3 valuations are based on inputs other than observable market data. The following table presents Samarinda's assets measured and recognised at fair value and their classification within the fair value hierarchy at 30 June 2020.

	LEVEL 1 \$	LEVEL 2 \$	LEVEL 3 \$	TOTAL \$
As at 30 June 2020				
Financial assets at fair value through Other Comprehensive Income				
- Investments	1,211,244	-	-	1,211,244
Non-financial assets Land	-	-	8,300,000	8,300,000
Total	1,211,244	-	8,300,000	9,511,244
As at 30 June 2019				
Financial assets at fair value through Other Comprehensive Income				
-Investments	1,297,274	-	-	1,297,274
Non-financial assets Land	-	-	8,300,000	8,300,000
Total	1,297,274	-	8,300,000	9,597,274

The Board has assessed that the fair value of land remains consistent with that determined by the independent valuation undertaken as at 30 June 2018. The asset is accordingly disclosed as a Level 3 asset in the hierarchy.

	2020 \$	2019 \$
11. PAYABLES		
Trade creditors and accruals	961,308	656,374
12. PROVISIONS		
Current		
Employee entitlements	994,644	767,191
Non Current		
Employee entitlements	142,760	111,822
Aggregated employee benefits and related on-costs liabilities	1,137,404	879,013

13. NON INTEREST BEARING LIABILITIES

Accommodation bonds / refundable deposits	30,214,292	31,053,786
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
14. LEASES		
Right of use assets		
Recognition on initial application of AASB 16 (previously classified as operating leases under AASB 117)	125,272	-
Depreciation charge	(20,878)	-
Balance at end of year	104.394	-

This relates to a non-cancellable property lease at 11 Marquis Street, Ashburton and has a three year term ending 30 June 2022 with a three year further term option expected to be exercised. Rent is payable quarterly in advance with fixed year rent payment increases for the first three years of \$1,000 after the first and CPI increases for the year option. The discount rate (interest rate) utilised in calculation the lease liability was 4.89%.

Lease liabilities		
Current Lease liabilities	18,828	
Non-current Lease liabilities	89,493	
Total Lease liabilities	108,321	

15. FINANCIAL INSTRUMENTS

Samarinda's financial instruments consist mainly of deposits with banks, short term investments, accounts receivable and payable and, resident liabilities.

Samarinda does not have any derivative financial instruments at year end. The totals for each category of financial instruments, measured in accordance with AASB 9, as detailed in the accounting policies to these financial statements, are as follows:

Total	(19,479,434)	(20,002,967)
	31,175,600	31,710,160
Resident liabilities	30,214,292	31,053,786
Trade and other payables	961,308	656,374
Financial liabilities		
	11,696,166	11,707,193
Listed investments	1,211,244	1,297,274
Financial assets – at amortised cost term deposits	4,000,000	2,000,000
Trade and other receivables	162,897	215,331
Cash and cash equivalents	6,322,025	8,194,588
Financial assets		

Net Fair Values

Einancial accote

i. Cash and cash equivalents, trade and other receivables, trade and other payables, borrowings and resident liabilities are short term instruments in nature whose carrying value is equivalent to fair value. Trade and other payables exclude amounts provided for annual and long service leave which are not considered financial instruments.

ii. Fair values of at amortised cost instruments and other financial assets are based on closing value held at the end of the reporting period.

iii. Fair value of financial assets at FVTPL and FVTOCI are based on quoted market prices at the end of the reporting period.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

Total Asset Revaluation Reserve	8,323,971	8,551,804
Land	8,299,936	8,299,936
Investments fair value - increment	24,035	251,868
16. RESERVES & RETAINED SURPLUS Asset Revaluation Reserve		
	2020 \$	2019 \$

The asset revaluation reserve is used to record increments and decrements in the value of non current assets.

Retained Surplus

Retained profits at the beginning of the financial year	(4,284,109)	(3,088,835)
Net surplus / (deficit)	110,571	(1,195,274)
Realised gain on sale of investments	216,595	-
Retained profits at the end of the financial year	(3,956,941)	(4,284,109)

17. EQUITY

Samarinda does not have equity as it is an Incorporated Association.

18. SUBSEQUENT EVENTS

Due to the COVID-19 pandemic in 2020, the Association was required to make some changes to the arrangements for staff and residents. Although the Association is unable to determine the full extent of the financial impact of this crisis on the Organisation at the time of signing, the Board does not expect a significant decline in income during the year ending 30 June 2021. The full extent of the financial impact on the Association's cash reserves is unable to be determined; however our Liquidity Management Strategy is reviewed regularly (Significant Accounting Policy Note 1 (r)) and the Board considers that the cash reserves are sufficient to repay refundable deposits as they full due. On this basis, the Board is currently satisfied that the short term implications will not adversely affect the Association's ability to continue to operate as a going concern.

Except for the above, there has been no other subsequent event occurring after the balance date which may affect the entity's operations or results of that operation or the entity's state of affairs.

	2020 \$	2019 \$
19. REMUNERATION OF AUDITORS Amounts received, or due and receivable, by the auditors for:		
Annual Audit or audit review of the entity	16,955	15,000

20. SEGMENT INFORMATION

Samarinda is a not-for-profit organisation focusing on the provision of aged care and community activities (including day respite).

The organisation operates within Australia.

	RESIDENTIAL AC	GED CARE	COMM	UNITY	CONSOLIDA	ATED
	2020 \$	2019 \$	2020 \$	2019 \$	2020 \$	2019 \$
Revenues from ordinary activities	10,387,200	7,454,170	3,019,656	1,873,124	13,406,856	9,327,294
Employee benefits expense	6,856,770	6,597,985	1,586,422	990,664	8,443,192	7,588,648
Client expense	834,291	805,994	881,989	370,724	1,716,280	1,176,718
Property & equipment maintenance	475,069	372,183		18,140	475,069	390,323
Depreciation	649,105	638,477	36,060	21,735	685,165	660,212
Finance costs	37,513	92,792	-	-	37,513	92,792
Interest on RADs	1,404,005	-	-	-	1,404,005	-
Administrative expense	452,508	503,466	82,553	110,408	535,061	613,874
Segment Result	(322,060)	(1,556,727)	432,631	361,453	110,571	(1,195,274)
Segment Assets	36,539,644	36,695,421	248,711	161,447	36,788,355	36,856,868
Segment Liabilities	32,280,296	32,440,274	163,029	148,899	32,443,325	32,589,173

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020



\$

2020

\$

21. NOTES TO THE STATEMENT OF CASH FLOWS

Reconciliation of Cash

Cash at the end of the financial year as shown in the statements of cash flows is reconciled to the related items in the balance sheet as follows:

	10,322,025	10,194,588
Term Deposits	4,000,000	2,000,000
Deposit at call	6,074,196	8,129,973
Cash at bank	245,004	62,290
Petty cash	2,825	2,325

Reconciliation of Operating Result to Net Cash Flows from Operating Activities

Cash flows from operating activities	1,090,716	(570,834)
Provisions increase – (decrease)	258,391	101,543
Payables increase – (decrease)	304,934	61,948
Receivables and other current assets (increase) - decrease	(168,707)	(113,832)
Change in assets and liabilities:		
Entry contributions retained and DAP drawdown	(186,736)	(85,431)
Unrealised loss on fair value movement of investments	87,098	-
Interest on RADs	1,404,005	-
Depreciation	685,165	660,212
Income from RADs	(1,404,005)	-
Non-cash flows in net result:		
Net surplus / (deficit)	110,571	(1,195,274)

22. STATUTORY INFORMATION

The registered office and principal place of business is: 286 High Street Ashburton, Victoria, 3147.



DECLARATION BY THE BOARD ON THE 2019/2020 FINANCIAL STATEMENTS

The Board declares that:

- 1. The financial statements and notes, as set out on pages 2 to 17, are in accordance with Australian Charities and Notfor-profits Commission Act 2012 and:
 - a. comply with Accounting Standards Reduced Disclosure Requirement and the Australian Charities and Not-forprofits Commission Regulations 2013; and
 - b. give a true and fair view of the financial position as at 30 June 2020 and of the performance for the year ended on that date of the Association.
- 2. In the Board's opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board.

Dated this 30 October 2020

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BOB STENSHOLT (Chair)

Manyo

ELIZABETH LANYON (Deputy Chair)



ABN 48 522 054 140

Auditor's Independence Declaration

For the Year Ended 30 June 2020

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020, there have been:

(i) no contraventions of the auditor independence requirements as set out in Section 60.40 of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Saward Dawson

Saward Dawson

Stille te

Peter Shields

Partner

Blackburn VIC

Dated: 30 October 2020

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ABN 48 522 054 140

Independent Audit Report to the members of Samarinda Ashburton Aged Services Inc

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of Samarinda Ashburton Aged Services Inc (the Association) which comprises the statement of financial position as at 30 June 2020, the statement of income and expenditure and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the declaration by the committee of management.

In our opinion, the financial report of Samarinda Ashburton Aged Services Inc has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (VIC), including:

- a. Giving a true and fair view of the registered entity's financial position as at 30 June 2020 and of its financial performance and cash flows for the year ended on that date; and
- b. Complying with Australian Accounting Standards Reduced Disclosure Requirements, Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013 and the Associations Incorporation Reform Act 2012 (VIC).

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 Association in accordance with the auditor independence requirements of Division 60 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 Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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ABN 48 522 054 140

Independent Audit Report to the members of Samarinda Ashburton Aged Services Inc

Committee's Responsibility for the Financial Report

The Committee of the Association is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation in accordance with Australian Accounting Standards - Reduced Disclosure Requirements (including the Australian Accounting Interpretations) is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 (VIC), the Australian Charities and Not-for-profits Commission Act 2012, the Australian Charities and Nor-for-profits Commission Regulations 2013 and is appropriate to meet the needs of members. The Committee's responsibility also includes establishing and monitoring such internal controls as the board members determine necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatements, whether due to fraud or error.

In preparing the financial report, the Committee members are responsible for assessing 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 the board members either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with 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.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform
 audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our
 opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud
 may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Association.

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ABN 48 522 054 140

Independent Audit Report to the members of Samarinda Ashburton Aged Services Inc

- Conclude on the appropriateness of the Association's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Saward Dawson Saward Dawson

Peter Shields

Partner

Blackburn VIC

Dated 30 October 2020

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Getting Involved



There are many ways in which the community can become involved with Samarinda Ashburton Aged Services.

One of these ways is through becoming a volunteer at any of our programs and services. This includes potential volunteering opportunities at:

- 'The Ashy' Op-Shop
- Elsie Salter House
- The Social Support Program
- The Kitchen
- Meals on Wheels
- The Gardening Support Program
- Leisure and Lifestyle activities at Samarinda Lodge

If you are interested in volunteering some of your time please contact the SAAS Volunteer Coordinator on **Ph: 1300 591 464,** or **email: volunteer@saas.org.au.**

Another way to contribute to our organisation is through a donation. All donations assist the organisation to either improve current infrastructure or create new programs so that we can continue to provide the best outcomes to our local community.

To assist Samarinda with their work I would like to donate	e:
\$20 \$50 \$100 \$200 \$500	Other \$
CARD NUMBER EXPIRY DATE MASTER CARD MASTER CARD CARD HOLDER NAME CARD HOLDER SIGNATURE DONOR ADDRESS EMAIL PHONE	Please return completed form together with payment to: SAMARINDA ASHBURTON AGED SERVICES 286 High Street, Ashburton Vic 3147 Email: admin@saas.org.au



286 High St, Ashburton, VIC, 3147 t 1300 591 464 admin@saas.org.au www.samarinda.org.au