



ANNUAL REPORT 2017



ASPIRE SUPPORT SERVICES LIMITED
www.aspiress.com.au

CONTENTS

Page	Report
2	About Aspire
3	Board of Directors and Chief Executive Officer
4	Vision and Mission Statements
5	Values
6	Chair and CEO's Report
7	Treasurer's Report
8	Operations Report
14	Corporate Services Report

ABOUT ASPIRE

Aspire Support Services (Aspire) provides support to people with a disability and their families through a range of services. These services include:

- Supported Accommodation
- Children's Respite House
- Adult Respite House
- Independent Living with Drop-In Support
- Early Childhood Intervention
- Aspiring Lifestyles-Day Programs
- Respite Options-In home and community
- Out of Home Care
- Volunteers and Family Support

Based in the Albury and Wodonga regions, the breadth of our services enables us to support people with a range of issues, across their life span.

We aim to be industry innovators and to be responsive to the needs of the community. This will help us achieve our vision of building a community where all people are empowered and supported to achieve their individual goals and live the life they choose.



BOARD AND CHIEF EXECUTIVE OFFICER

Wolfgang Schwarz
Chairperson

Kerry May
Secretary & Public Officer

Noel Sargent
Treasurer

Elizabeth Pogson
Director

Andrew Cottrill
Director

Belinda Fenn
Director

Sue Slater
Director

Kim Campbell
Director

Matthew Fagence
Director

Nicholas Moore
Director

Michael terHaar
Director

Nigel Stone
Chief Executive Officer



VISION AND MISSION

Vision

A community where people with disabilities and their families are able to achieve their goals and live the life they choose.

Mission

Aspire works alongside people with disabilities and their families to achieve their goals and aspirations.



VALUES

Respect for the individual

- We acknowledge strengths and abilities of all people
- We accept differences and diversity
- We are non-judgemental

Understanding and responsiveness to individual needs

- We listen to our clients, staff and the community
- We take a person centred approach to our work
- We are adaptive and flexible

Integrity and trust

- We operate with transparency and are accountable for our decisions and actions
- We uphold privacy and confidentiality
- We follow through on our commitments
- We maximise safety through policies and practice

Commitment to children and young people

- We will ensure that children and young people's safety, best interests and rights are paramount in all of our decisions
- We will cater for all children and young people, in a way which they can grow safely and fulfil their potential
- We value and listen to children and young people's views, respect what they say and promote their active participation in our organisation
- Early Intervention is important to us and we will ensure the best possible development outcomes for children and their families

Innovation and flexibility

- We are open to new ideas and creativity
- We seek input from all stakeholders
- We maintain awareness of trends and evidence based practice

Quality and professionalism

- We put in place and implement systems to ensure the quality of our services and we foster continuous improvement
- We undertake and respond to rigorous risk assessment
- We ensure staff have the skills and values to fulfil our mission

CHAIR AND CEO'S REPORT



Aspire completed the financial year in a sound position. The organisation is financially solid with the capacity and capability to work alongside people with disabilities to achieve their goals and aspirations.

Much of this capability and capacity comes from our staff who continue to demonstrate dedication, passion and innovation in our endeavours. We again thank them for making Aspire a leading provider in the Border disability services.

Throughout the 2017 financial year Aspire was firmly focused on preparing for the arrival of the National Disability Insurance Scheme which commenced on 1 July 2017.

Organisational culture was high on the agenda and significant work was undertaken throughout the year to prepare staff for the challenges ahead.

The changing funding landscape was the key driver of the cultural development program and was driven by the organisation's Executive team.

A major project was undertaken in late 2016 to refine some of Aspires service offerings in readiness for the NDIS.

Whilst the market has only seen a very small growth in the service providers in the region we have continued to build strong relationships with our customers to ensure that we retain their support as we also focus on our quality of service to attract new customers in the future.

During the year, we developed a Communications Strategy that focused internally and externally. This is a long term strategy aimed at engaging with staff and customers to clearly articulate Aspire's value proposition.

Throughout the 2017 financial year we continued to work on delivering on our Strategic Objectives. Aspire was successful in delivering on all its strategic targets which places the organisation in a very strong position as we move forward towards the NDIS.

Wolfgang Schwarz
Chairperson

Nigel Stone
Chief Executive Officer

TREASURER'S REPORT

The NDIS is on our doorstep with the first registrations and claims lodged via the NDIS portal happening in June 2017. The transition will continue to happen with increasing numbers over the next 6-12 months in both NSW and Victoria.

The Financial Statements have recorded a surplus of \$803,000.00 mainly as a result of the reduced losses in Aspiring Lifestyles.

Many financial decisions have been forced on us during the year to ensure the ongoing viability of this activity and the other operating streams, but we are now in a better place to operate under the NDIS funding model.

Our Overhead structure should be trimmed to more acceptable levels over the next few years as we move from the NDIS transition phase to a normal trading pattern.

The TCM software continues to be a challenge however the IT review carried out during the year has identified a number of potential CRM solutions that are currently being evaluated as replacements for TCM. The replacement can't come soon enough.

A Business Solutions Team was also established during the year to further explore business process improvements, especially during the NDIS transition.

Budgeting for 2018 was seen as an almost "mission impossible" assignment with the vagaries of the NDIS transition but with the assistance of Aidan Jenkins from Johnsons MME, a budget

document was produced. We expect that this budget will be reviewed regularly during the year as we get more accurate information.

We continue to have a strong balance sheet with considerable cash reserves, which we believe will be sufficient to sustain us through any unknowns during the early months of the NDIS. We also have some undrawn loan facilities available if the need arises to cover any short-term cash shortfalls. The Stanley Street property was sold during the year as it was identified as a non-essential asset.

We have been fortunate to recruit some new Board Members with finance skills during 2017, one of which is planned to take over my Treasurer role for 2018 and beyond.

The last 6 years as a Board Member has been an interesting journey as we brought together four very different organisations and consolidated their operations and cultures into the Aspire of today. I will continue to watch with interest, Aspire's movement into the world of NDIS.

Noel Sargent
Treasurer



OPERATIONS REPORT

Aspire provides the following services to people with a disability:

- Supported Accommodation
- Children's Respite House
- Adult Respite House
- Independent Living with Drop-In Support
- Early Childhood Intervention
- Aspiring Lifestyles-Day Programs
- Respite Options-In home and community
- Out of Home Care
- Volunteers and Family Support

The following is a list of highlights from our service areas:

Early Childhood Early Intervention

Aspire was asked by the ADHC branch of FACS (Family and Community Services) to be an Early Childhood Early Intervention (ECEI) Transition Provider in the Albury area.

The ECEI is the gateway for children aged 0-6 years into the NDIS.

The key element underpinning the success of ECEI approach is the strong connection within current ECI providers to support children and their family's transition onto to the NDIS.

ADHC (FACS) negotiated with the NDIS to provide a 12-month transitional arrangement where current ECI providers funded by ADHC would retain

a portion of their current block funding to deliver this approach until 30 June 2018.

Aspire received the first list of children in August and have been conducting face to face NDIS planning sessions with families and key workers. This process will continue as all currently defined and new children to the scheme are provided with an NDIS plan.

There is a small group of ECEI staff within the ECI team that are conducting these plans. They have been working extremely closely with the ECI Key Workers to ensure plans have captured all the most important goals and outcomes that families want to achieve for their child.

Human Resources and Development

Aspire ECI team continues to complete the Noah's Ark Online Key Worker Course. This course provides staff with the foundational skills required to work in a transdisciplinary team supporting children and their families.

There have been four new staff who commenced in 2017. This includes an educator, occupational therapist and two teaching support aides.



OPERATIONS REPORT (CONT.)

Clinical Team-Behaviour Support

Aspire's Behaviours Support function is being expanded into a clinical team.

The team has two new team members to provide clinical services: a psychologist four days per week and a speech pathologist two days per week.

The Restricted Practices Authorisation panel is conducted in collaboration with Kalianna and Kirinari. The panel meets quarterly and monitors the use of 89 different restricted practices for 44 individuals.

Our Behaviour Support Specialist has been contracted by both FACS and Health services to provide training and undertake the development of behaviour support plans.

Accommodation Services

As the disability sector changes so does Aspire and the past year has seen tremendous change within the Accommodation Services.

Across all accommodation sites team leaders and support staff have been working closely with customers and carers to simplify the transition to the NDIS.

We have done this through educating frontline support staff at regular NDIS meetings, building new/maintaining old relationships with customers and their families and guaranteeing we remain focused on providing the highest quality service.

Our Centre Based Respite services continue to grow and meet the needs of our customers and clients while focusing more on achieving individual goals and developing new relationships. These purpose-built homes currently offer short-term accommodation to over 100 adults, children and their families.

There are currently nine customers accessing Accommodation Services from Aspire. We welcomed a new customer to the Andrews St complex. This is the fifth customer, which completes the mix of residents living within this facility.

In early 2017 all accommodation support staff and team leaders completed Managing Actual and Potentially Aggressive (MAPA) behaviours training and acquired their NSW working with children's checks.



OPERATIONS REPORT (CONT.)

In Jan 2017 Aspire in conjunction with Challenge Community Service (Challenge) began providing full-time emergency accommodation care to at-risk children, who are currently in the foster care system; this was the beginning of a strong working relationship between two local service providers.

Aspire worked closely with Challenge to assist the transitions of these children into a more permanent and stable placement.

In June 2017 Aspire established a Memorandum of Understanding with Challenge and commenced providing supervised family contact to children in foster care placements. This support ensures that contact between children and their parent can remain and the potential of restoration within the family home is a possibility.

I would like to acknowledge the strong working ethic and dedication of Matt Sharp, Laya Keeton, Sandra Douma and Scott Gatehouse (accommodation team leaders), whose commitment to people with disability is truly inspiring.

Aspiring Lifestyles-Day Programs

Aspiring Lifestyles offers a wide selection of activities, development programs and support to assist people to learn new skills and engage with the community.



We focus on the goals and needs of the individual and encourage people towards greater independence and social interaction. Our 160 customers are supported by over 60 experienced staff that support them in their journey. We seek feedback from our staff to contribute to the success of our services.

Over the past year, we have continued to focus on the service offerings and connection with the community. We have expanded our partnerships with local clubs, sporting and church groups, community venues and local business, which supports our customers to achieve their goals and aspirations and increases our regional and community profile.

Whilst the implementation of the NDIS within the region provides some upcoming challenges, we are committed to supporting our customers through the process to ensure that we continue to provide a continuity of support to all participants.

We look forward to the coming year as our Day Program customer's transition across to the NDIS.

OPERATIONS REPORT (CONT.)

Respite Options

Respite Options (RO) provides services to over 150 families. The age range of customers is 12 months to over 90 years old.

This very important service gives families and carers short breaks to help them manage what is often a very demanding and challenging role in caring for their family member.

Respite Options provides support in home and community.

Over the last 12 months, there have been many changes in the delivery of information as we have transitioned to email communication instead of mailing out forms. This has provided information in a short space of time and families are communicating more with email over the past six months.

The Kiewa street site has had improvements made in purchasing of new furniture and new front windows and doors installed.

Our team are working with families with the rollout of the NDIS now and over the coming months.

The NDIS provides an exciting time to liaise closely with our customers and drive continuous improvement to the service offerings for the future.



Volunteers and Family Support

This program continued to provide support to over 50 volunteers including the Volunteers who work at the op-shop.

Assistance and training were provided to various support groups and support group facilitators, including two days training in Sydney provided by the Carers NSW Together program:

- Aspire Family Network Group
- Autism/Asperger's Family Network Group

OPERATIONS REPORT (CONT.)

- Attention Deficit/Hyperactivity Disorder and/or Oppositional Defiant Disorder and related conditions Support Group
- Carers Victoria NDIS Support Group
- Dads Group
- Albury Wodonga Down Syndrome Family Network Group
- Albury Wodonga Home Schooling Network Group
- Sole Parents Network
- Healthy Mothers Healthy Families Support Group

Volunteers at Aspire continue to play a significant role in the family support provided by Aspire with seven support groups now having volunteer facilitators.

Volunteers continued to support social events including the Easter BBQ, Mothers and Daughters High Tea; Mothers and Dads Weekends to Melbourne and, in particular, the Aspire Family Christmas Party.

Ninety-one sessions had volunteer support. The Aspire Opportunity Shop continues to have a dedicated group of volunteers. Volunteer assistance enables the Vitasoy Project to continue.

A partnership approach throughout the year enabled the running of a series of workshops and training sessions for Carers at Aspire in the lead up to the NDIS.

This work was done in conjunction with:

- AMAZE – Autism specific NDIS training series
- Carers NSW – 2 x NDIS preparation workshops
- Carers Victoria – an ongoing NDIS support group with monthly NDIS training/support sessions
- Down Syndrome Victoria – Down Syndrome specific NDIS training series



OPERATIONS REPORT (CONT.)

Services Delivered

Aspire provided over 311,000 service hours during the 2016/17 financial year.

The following shows the number of hours delivered by service area.

SERVICES	SERVICE HOURS DELIVERED
Early Intervention	7967
Flexible Respite (RO)	20685
CB Respite - Adult House	31673
CB Respite - Children's House	33018
Day Programs	126113
Supported Accommodation and Drop-In Support	60850
Fee for Service	31464

The commitment and dedication of our staff are of an exceptionally high standard and they are to be highly commended especially considering the many complexities and challenges they face on a daily basis.

The transition to the NDIS will create many challenges but Aspire is well positioned to meet the demands that the changes will bring to the way we provide services.

Trevor Cowell
General Manager - Operations



CORPORATE SERVICES REPORT

Change is the only constant...

This is the case for most industry today, but few are experiencing the major policy and practice changes that the disability industry faces.

Aspire's Corporate Services team continued to work hard through the challenges of the transformation of an industry and organisation, as well as provide the specialised knowledge, best practice principles and support to Aspires internal and external stakeholders.

The Corporate Services team supports the direct service programs by providing a range of operational functions to assist the program areas deliver effective services and ensure organisational financial viability and future sustainability.

The overall Corporate Services Team includes the following areas:

- Human Resource
- Safety and Wellbeing
- Finance
- Administration
- Assets and Maintenance
- Business Solutions
- Customer Service

As we strive for continuous improvement, the 2016-2017 year resulted in more streamlined approach to ensure we can deliver on our Strategic intent and demonstrate the agility and flexibility necessary to facilitate required change.

I sincerely thank all the Corporate Services staff and placements for their work throughout the year.

Key Highlights for the year - delivering on our strategic intent

Delivering on our Strategic Priority - Customer and Market Focus

Several customer initiatives commenced through the year to deliver on our Strategic Priority - Customer and Market Focus.

Customer Service Team

The development of a customer service team that has the objective of ensuring the provision of high quality customer service to Aspire's customers and clients across the whole of the organisation.



CORPORATE SERVICES REPORT (CONT.)

The role of the team is to assist customers and families with the transition to the NDIS, including:

- Explain how the NDIS works
- Help customers identify their goals and aspirations
- Explain process and assist individuals to prepare for the LAC meeting

The team provides a positive and friendly central point of contact at all times, helping to build and support strong customer relationships.

The team liaises closely with the operational departments of Aspire and also works closely with Local Area Coordinators, the NDIA and other relevant external bodies to ensure we remain committed to supporting people to live the life they choose.

My First Plan Project including customer call campaign

As part of the transition to the NDIS, Aspire's commitment to supporting customers was evidenced by our My First Plan project.

This project provides Aspire's customers with support during NDIS transition, preparation for their planning conversation and support throughout their planning process.

We also included in this initiative a call campaign, which was a person-centred initiative to ensure our customers and clients were receiving support during transition.



During the call campaign we were also able to gauge some satisfaction levels amongst our customers and also collect data around what our customers wanted from us a provider.

Feedback from our customer stakeholder group has indicated that these initiatives have realised their objectives of being supportive and customer centric.

IDEAS Expo

Aspire participated in a significant marketing event for the region held on the 12 and 13 May 2017 leading into the NDIS rollout.

The PossABLE IDEAS Expo provided an opportunity for people with a disability, their families and carers to see hear and try the best options to assist their life choices.

CORPORATE SERVICES REPORT (CONT.)

Aspire had an exhibitors stall at the Expo that provided information and marketing material to the public. This information informed them of all areas of operation of Aspire and what support categories we offer in the NDIS.

Staff manning the stall also took keen note of what people were looking for providers to deliver. Aspire has received positive feedback and customer enquiries from the Expo.

The Ripple

Our newly branded customer communication strategy aimed at ensuring our customers have up to date information on Aspire and information linkages to the NDIA.

Aspire Afloat

Our weekly communication to all staff providing up to date information on changes, events and Aspire activities.

Delivering on our Strategic Priority - Staff Capability

Human Resources Annual Report 2016-2017

The Human Resources team has continued to work hard through the ever changing NDIS environment.

The key issues affecting our workforce are:

- Fluctuating market
- Attracting and retaining the right workforce to meet consumer and industry need
- Efficient workforce utilisation
- Leadership capability/capacity
- Cost containment
- Cultural Change – transition to a customer centric, business model

The Workforce Plan was finalised and gives confidence, with the uncertainty as we enter the NDIS, that all scenarios are covered and that the workforce plan is driving the strategic direction. The workforce plan reflects the strategic objective to ensure Aspire's staff are empowered, motivated, productive, engaged and accountable for facilitating customer/client outcomes.

In May 2017, Aspire undertook a satisfaction survey of staff to ascertain their satisfaction levels for working at Aspire. Overall the organisational culture is good, however we still have much work to do in individual team areas. Building a strong, collaborative and focussed teams at all levels of the organisation is critical for our ongoing success.

We continue to work on the adaption of the CREW model to help build a strong, customer focused, capable, responsive and empowered workforce that is sustainable.

CORPORATE SERVICES REPORT (CONT.)

Our industry can be so rewarding, but at times, it can also be very challenging. We recognise this, and are 100% committed to our employee's health and wellbeing. Aspire continues to offer an Employee Assistant Program. The uptake of the program is testament that the program works and has a positive effect on staff moral and staff's ability to cope when under pressure.

The Aspire to Life Committee has also been very proactive in providing a number of health and wellbeing initiatives, some of the highlights for the year in review include:

- Relay for Life
- Health Together Program - Achievement Program – recognition point 2 and 3 (in conjunction with Gateway Health)
- Dragon Boat Regatta
- Active April

The “Fit for the Future” meetings have been successful in providing monthly updates to staff and bringing everyone together.

Delivering on Strategic Priority - Financial Sustainability

Aspire has successfully contained the excessive loss in our Aspiring Lifestyle programs. Together with other programs' contributions, Aspire has made a reasonable surplus in 2017 financial year. This surplus together with the solid balance sheet has enabled us to a good start in the NDIS funding environment which commenced in our region in July 2017.

The establishment of the Business Solutions Team in February 2017 has highlighted the holistic approach we are taking to address the challenges we are facing in the uncertain funding environment.

The Business Solutions Team has worked closely with our Customer Service Team and Operation teams to review, update and improve our key business processes to enhance our customers and clients experiences.

Mardi Weber

General Manager-Corporate Services



Aspire Support Services Ltd

ABN 26 154 156 215

Financial Statements for the
year ended
30 June 2017

Contents

Director's Report	2
Lead Auditor's Independence Declaration	6
Statement of profit or loss and other comprehensive income	7
Statement of changes in equity	7
Statement of financial position	8
Statement of cash flows	9
Notes to and forming part of the financial statements	10
Directors' declaration	19
Independent audit report	20
Disclaimer	22
Detailed income and expenditure statement	23

Directors' report

The Directors present their report together with the financial statements of Aspire Support Services Ltd (the Company) for the year ended 30 June 2017 and the auditor's report thereon.

Directors

The Directors of the Company at any time during or since the period are:

Wolfgang Schwarz – President Appointed: 08/11/2011 Occupation: Business Manager	Noel Sargent – Treasurer Appointed: 08/11/2011 Occupation: Financial Controller	Kerry May – Company Secretary Appointed: 08/11/2011 Occupation: Property Officer
John Garrett Appointed: 26/07/2014 Resigned: 25/07/2017 Occupation: Senior Lecturer	Andrew Cottrill Appointed: 08/11/2011 Occupation: Team Leader Economic Development	Sue Slater Appointed: 29/07/2014 Occupation: Lecturer Nursing, Midwifery & Indigenous Health
Elizabeth Pogson Appointed: 02/04/2012 Occupation: Preschool Teacher	Kim Campbell Appointed: 26/07/2016 Occupation: Strategic Change Manager	Belinda Fenn Appointed: 26/07/2016 Occupation: Solicitor
Matthew Fagence Appointed: 27/06/2017 Occupation: Executive Manager Business Services	Nicholas Moore Appointed: 27/06/2017 Occupation: Finance Manager	Michael ter Haar Appointed: 27/06/2017 Occupation: Contract Delivery Manager

Company secretary

Kerry May was appointed to the position of Company Secretary 27 November 2012 and continues to act in this capacity post 30 June 2017.

Principal activities

The objects for which the Company is established are:

- To provide services for individuals or groups of individuals with intellectual and/or physical disabilities; and
- To provide services to disadvantaged members of the community such as, the aged, youth groups or other groups as the Directors may identify from time to time.

Directors' report (continued)

Indemnification and insurance of officers and auditors

The Company has agreed to indemnify its Directors and Officers in respect of liabilities that may arise from their position as directors and officers of the Company. The Company has not indemnified its auditors, Crowe Horwath Albury.

Directors' meetings

The number of Directors' meetings and number of meetings attended by each of the Directors of the Company during the financial period are:

	Ordinary Board Meetings	
	No. of Meetings Attended	No. of Meetings Held*
Wolfgang Schwarz	8	9
Noel Sargent	8	9
Kerry May	5	9
John Garrett	6	9
Andrew Cottrill	5	9
Sue Slater	6	9
Elizabeth Pogson	8	9
Kim Campbell	8	9
Belinda Fenn	7	9
Matthew Fagence	1	1
Nicholas Moore	1	1
Michael ter Haar	-	1

* reflects the number of meetings held during the time the Director held office during the period.

Review of operations

The net profit attributed to the entity for the year ended 30 June 2017 was \$803,548.

Dividends

The Company is a not-for-profit public company limited by guarantee and is prevented by its constitution from paying dividends.

State of affairs

In the opinion of the Directors, there were no significant changes in the state of affairs that occurred during the financial period under review, not otherwise disclosed in this report or the financial statements.

Directors' report (continued)

Short and long term objectives

The short term objectives of the Company are:

- Build capability to operate in a NDIS environment

The long term objectives of the Company are:

- Quality Services
- Sustainability in a competitive market
- Improve the quality of life for people with disability in our community

Likely developments

There are no significant likely developments not otherwise disclosed in this report.

Events subsequent to reporting date

There has not arisen in the interval between the end of the financial period and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company in subsequent financial years.

Lead auditor's independence declaration

The Lead auditor's independence declaration is set out on page 6 and forms part of the Directors' report for the financial year ended 30 June 2017.

Directors' benefits

During or since the end of the financial year, no Director of the Company has received or become entitled to receive a benefit.

Directors' report (continued)

Members guarantee

The Company is limited by guarantee. If the Company is wound up, clause 10 of the Constitution states that each member is required to contribute a maximum of \$5 each towards meeting any outstanding obligations of the Company. As at 30 June 2017 the number of members was 7.

This report is made in accordance with a resolution of the Directors:



Chairman



Treasurer

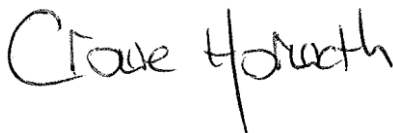
Dated at Albury this 28th day of November 2017.

**LEAD AUDITOR'S INDEPENDENCE DECLARATION
UNDER THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT
2012**

To: the Directors of Aspire Support Services Ltd

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2017 there have been:

- no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.



CROWE HORWATH ALBURY



BRADLEY D BOHUN

Partner

Dated at Albury this 28th day of November 2017.

Statement of profit or loss and other comprehensive income for the year ended 30 June 2017

	Note	2017 \$	2016 \$
Income	2	12,918,725	11,795,113
Expenditure		(12,198,087)	(11,761,466)
Net financing income	4	82,910	108,198
Result for the period		803,548	141,845
Other comprehensive income		-	-
Total comprehensive income for the year		803,548	141,845

Statement of changes in equity for the year ended 30 June 2017

	Retained Earnings \$	Asset Revaluation Reserve \$	Equity \$
Balance at 1 July 2015	5,548,334	797,352	6,345,686
Surplus/(deficit) for the year	141,845	-	141,845
Other comprehensive income	-	-	-
Balance at 30 June 2016	5,690,179	797,352	6,487,531
Balance at 1 July 2016	5,690,179	797,352	6,487,531
Surplus/(deficit) for the year	803,548	-	803,548
Other comprehensive income	-	-	-
Balance at 30 June 2017	6,493,727	797,352	7,291,079

The above statements should be read in conjunction with
the notes to and forming part of the financial statements set out on pages 10 to 18.

Statement of financial position as at 30 June 2017

	Note	2017 \$	2016 \$
Current Assets			
Cash and cash equivalents	5	2,391,459	1,928,438
Trade and other receivables	6	209,193	257,209
Investments	7	3,272,259	2,207,837
Other assets	8	44,884	136,418
Total Current Assets		5,917,795	4,529,902
Non Current Assets			
Property, plant and equipment	9a	3,356,148	4,506,044
Investment properties	9b	370,062	-
Other assets	8	269,996	289,996
Total Non Current Assets		3,996,206	4,796,040
Total Assets		9,914,001	9,325,942
Current Liabilities			
Trade and other payables	10	718,107	565,515
Other liabilities	11	783,313	1,226,662
Interest bearing liabilities	12	89,859	85,541
Employee benefits	13	705,627	605,462
Total current liabilities		2,296,906	2,483,180
Non-current liabilities			
Interest bearing liabilities	12	69,151	155,312
Employee benefits	13	256,865	199,919
Total non-current liabilities		326,016	355,231
Total Liabilities		2,622,922	2,838,411
Net Assets		7,291,079	6,487,531
Equity			
Asset revaluation reserve		797,352	797,352
Retained earnings	14	6,493,727	5,690,179
Total Equity		7,291,079	6,487,531

The statement of financial position should be read in conjunction with the notes to and forming part of the financial statements set out on pages 10 to 18.

Statement of cash flows for the year ended 30 June 2017

	Note	2017 \$	2016 \$
Cash flows from operating activities			
Cash receipts from customers		13,799,836	13,264,304
Cash paid to suppliers and employees		(12,603,103)	(12,883,729)
Interest received		99,578	108,230
Interest paid		(16,668)	(32)
Net cash from operating activities	17	<u>1,279,643</u>	<u>488,773</u>
Cash flows from investing activities			
Purchase of investments		(1,064,422)	(61,060)
Purchase of property, plant & equipment		(45,357)	(123,739)
Proceeds from sale of property, plant & equipment		375,000	286,982
Net cash from/(used in) investing activities		<u>(734,779)</u>	<u>102,183</u>
Cash flows from financing activities			
Repayment of leases		(81,843)	(23,856)
Net cash from/(used in) financing activities		<u>(81,843)</u>	<u>(23,856)</u>
Net increase/(decrease) in cash and cash equivalents		<u>463,021</u>	<u>567,100</u>
Cash at the beginning of the financial period		1,928,438	1,361,338
Cash at the end of the financial period	5	<u>2,391,459</u>	<u>1,928,438</u>

The statement of cash flows should be read in conjunction with the notes to and forming part of the financial statements set out on pages 10 to 18.

Notes to and forming part of the financial statements

1. Statement of significant accounting policies

Aspire Support Services Ltd ("the Company" or "Aspire") is a company limited by guarantee domiciled in Australia.

The financial report was authorised for issue by the Directors on 28 November 2017.

a) *Statement of compliance*

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared on an accrual basis in accordance with the historical cost convention and, except where stated, do not take into account changing money values or fair value of assets.

The accounting policies which have been adopted are as set out below.

Not-for-profit status

Under AIFRS, there are requirements that apply specifically to not-for-profit entities that are not consistent with International Financial Reporting Standards (IFRS) requirements. The Company has analysed its purpose, objectives and operating philosophy and determined that it does not have profit generation as a prime objective. Consequently, where appropriate the Company has elected to apply options and exemptions within AIFRS that are applicable to not-for-profit entities.

b) *Revenue recognition*

Revenue is measured at the fair value of the consideration received or receivable net of the amount of goods and services tax (GST) payable to the Australian Taxation Office. Revenue is measured on major income categories as follows:

Government grants

Government grants and subsidies are recognised as income in the period to which they relate and not when they are received. Grants received in advance are treated as a liability.

Income is recognised when the Company obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to the Company and the amount of the contribution can be measured reliably.

Interest revenue

Interest revenue is recognised as it accrues.

c) *Tax*

Goods and services tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of the GST incurred is not recoverable from the Australian Tax Office (ATO). Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the Statement of Financial Position. Cash flows are included on the cash flow statement on a gross basis. The GST components of cash flows arising from investing and financing activities that are recoverable from, or payable to, the ATO are classified as operating activities.

Income tax

The Company is exempt from income tax.

Notes to and forming part of the financial statements (continued)

d) *Fixed assets*

Items of property, plant and equipment greater than \$1,000 are capitalised at cost or deemed cost less accumulated depreciation.

Items of property, plant and equipment are depreciated/amortised over their estimated useful lives from the date of acquisition. All property, plant and equipment are depreciated/amortised using the straight-line method.

Estimated useful lives for the current and comparative periods are as follows:

• Buildings	40 years
• Motor vehicles	5 years
• Office equipment	2.5 - 5 years
• Plant and equipment	5 - 20 years
• House furniture and fittings	10 years
• Leasehold Improvements	10 years

The Company has recognised land and buildings at fair value on the basis of independent valuation. An independent valuation was conducted by MVS National Valuations and Property Consulting on 5-8 December 2014 in relation to the year ended 30 June 2015.

e) *Employee benefits*

Annual leave

The provision for annual leave has been calculated on the basis of pro-rata entitlements under appropriate awards, based on current wage rates and includes related on-costs.

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

Unconditional LSL (representing greater than 7 years for Victoria and 10 years for NSW of continuous service) is disclosed in the notes to the financial statements as a current liability, even where the Company does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current LSL liability are measured at:

- undiscounted value - if the Company expects to wholly settle within 12 months; or
- present value - if the Company does not expect to wholly settle within 12 months.

Conditional LSL is disclosed as a non-current liability. There is an unconditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. This non-current LSL liability is measured at present value.

f) *Critical Accounting Estimates and Judgements*

The Directors evaluate estimates and judgements incorporated in the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the entity.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected. In particular, information about significant areas of estimation, uncertainty and critical judgments in applying accounting policies that have the most significant effect on the amount recognised in the financial statements are described in note 11 – income in advance and grants liabilities and note 9 for value of land and buildings.

Notes to and forming part of the financial statements (continued)

1. Statement of significant accounting policies (continued)

Key estimates

Impairment

The Company assesses impairment at the end of each reporting period by evaluating conditions and events specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Fair value

The Company has engaged independent property valuers to assist with establishing fair value of land and buildings held by the Company. Per AASB 13 *Fair Value Measurement* fair value has been determined on a highest and best use basis taking into account some of the buildings are specialised in nature.

Employee benefits provision

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases and inflation have been taken into account.

g) Leases

The determination of whether an arrangement is or contains a lease is based on the substance of the arrangement and requires an assessment of whether the fulfilment of the arrangement is dependent on the use of a specific asset or assets and the arrangement conveys a right to use the asset.

A distinction is made between finance leases, which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to the ownership of leased assets, and operating leases, under which the lessor effectively retains substantially all such risks and benefits.

Finance leases are capitalised. A lease asset and liability are established at the fair value of the leased assets, or if lower, the present value of minimum lease payments. Lease payments are allocated between the principal component of the lease liability and the finance costs, so as to achieve a constant rate of interest on the remaining balance of the liability.

Leased assets acquired under a finance lease are depreciated over the asset's useful life or over the shorter of the asset's useful life and the lease term if there is no reasonable certainty that the consolidated entity will obtain ownership at the end of the lease term.

h) Investment Properties

Investment properties principally comprise of freehold land and buildings held for long-term rental and capital appreciation that are not occupied by the Company. Investment properties are recognised at fair value. Movements in fair value are recognised directly to profit or loss.

Transfers to and from investment properties to property, plant and equipment are determined by a change in use of owner occupation.

The fair value on the date of change of use from investment properties to property, plant and equipment are used for the subsequent accounting.

Notes to and forming part of the financial statements (continued)

2. INCOME	2017	2016
	\$	\$
Clients	154,285	462,916
Donations	-	4,983
Government funding	12,603,437	11,113,427
Rent	45,968	20,581
Other	115,035	193,206
	<u>12,918,725</u>	<u>11,795,113</u>
3. OPERATING RESULTS		
The operating result has been arrived at after charging the following items:		
Depreciation and amortisation of property, plant & equipment	458,875	342,285
Salaries & wages	8,956,027	8,226,919
	<u>9,414,902</u>	<u>8,569,204</u>
4. NET FINANCING INCOME		
Finance income	99,578	108,230
Finance expense	(16,668)	(32)
Net financing income	<u>82,910</u>	<u>108,198</u>
5. CASH AND CASH EQUIVALENTS		
Cash on hand	4,933	5,163
Cash at bank	2,386,526	1,923,275
	<u>2,391,459</u>	<u>1,928,438</u>
6. TRADE AND OTHER RECEIVABLES		
Accounts receivable	266,007	284,427
(less provision for doubtful debts)	(58,254)	(28,658)
Other debtors	1,440	1,440
	<u>209,193</u>	<u>257,209</u>
7. INVESTMENTS		
Term deposits	<u>3,272,259</u>	<u>2,207,837</u>

Notes to and forming part of the financial statements (continued)

8. OTHER ASSETS	2017 \$	2016 \$
CURRENT		
Prepayments	44,884	136,418
NON-CURRENT		
Prepayments	269,996	289,996
	<u>314,880</u>	<u>426,414</u>
9.a. PROPERTY, PLANT AND EQUIPMENT		
Land		
<i>At valuation</i>	1,136,692	287,043
	<u>1,136,692</u>	<u>287,043</u>
Buildings		
<i>At valuation</i>	2,036,184	3,673,681
<i>Accumulated depreciation</i>	(116,847)	(76,789)
	<u>1,919,337</u>	<u>3,596,892</u>
Plant and equipment		
<i>At cost</i>	74,432	74,432
<i>Accumulated depreciation</i>	(74,432)	(63,481)
	<u>-</u>	<u>10,951</u>
Motor vehicles		
<i>At cost</i>	824,603	785,539
<i>Accumulated depreciation</i>	(653,136)	(561,281)
	<u>171,467</u>	<u>224,258</u>
Office equipment		
<i>At cost</i>	425,913	422,463
<i>Accumulated depreciation</i>	(311,844)	(185,366)
	<u>114,069</u>	<u>237,097</u>
House furniture and fittings		
<i>At cost</i>	65,749	63,422
<i>Accumulated depreciation</i>	(65,749)	(38,095)
	<u>-</u>	<u>25,327</u>
Leasehold improvements		
<i>At cost</i>	200,511	216,761
<i>Accumulated amortisation</i>	(185,928)	(92,285)
	<u>14,583</u>	<u>124,476</u>
Total property, plant & equipment	<u>3,356,148</u>	<u>4,506,044</u>

Notes to and forming part of the financial statements (continued)

9.a. PROPERTY, PLANT AND EQUIPMENT (continued)

Reconciliations

Reconciliations of the carrying amounts for each class of property, plant & equipment are set out below:

	Land \$	Buildings \$	Plant & Equipment \$	Motor Vehicles \$	Office Equipment \$	House Furniture & fittings \$	Leasehold Improvements \$	Total \$
Carrying amount at 1 July 2015	287,043	4,058,926	14,589	383,905	198,315	28,773	168,377	5,139,928
Additions	-	-	4,692	-	98,546	9,014	11,487	123,739
Revaluation	-	-	-	-	-	-	-	-
Disposals	-	(365,883)	(622)	(21,978)	-	-	(26,855)	(415,338)
Depreciation/amortisation	-	(96,151)	(7,708)	(137,669)	(59,764)	(12,460)	(28,533)	(342,285)
Carrying amount at 30 June 2016	287,043	3,596,892	10,951	224,258	237,097	25,327	124,476	4,506,044
Carrying amount at 1 July 2016	287,043	3,596,892	10,951	224,258	237,097	25,327	124,476	4,506,044
Additions	-	-	-	39,054	4,011	-	2,292	45,357
Transfers to investment properties	(144,000)	(226,062)	-	-	-	-	-	(370,062)
Transfers within captions	993,649	(993,649)	-	-	-	-	-	-
Revaluation	-	-	-	-	-	-	-	-
Disposals	-	(365,782)	(534)	-	-	-	-	(366,316)
Depreciation/amortisation	-	(92,062)	(10,417)	(91,845)	(127,039)	(25,327)	(112,185)	(458,875)
Carrying amount at 30 June 2017	1,136,692	1,919,337	-	171,467	114,069	-	14,583	3,356,148

An independent valuation was conducted by MVS National Valuations and Property Consulting on 5-8 December 2014 in relation to the year ended 30 June 2015. The valuation was only performed on all properties held except Borella Road. The Borella Road buildings were revalued by way of Directors valuation using the open market as they were purchased in the 2013 financial year as an underlying basis of fair value. The valuation was determined, as per AASB 13 *Fair Value Measurement* and AASB 116 *Property, Plant and Equipment*.

Notes to and forming part of the financial statements (continued)

9.b. INVESTMENT PROPERTIES	2017	2016
	\$	\$
Fair value at 1 July 2016	-	-
Transfers	370,062	-
Acquisitions	-	-
Disposals	-	-
Revaluations	-	-
Fair value at 30 June 2017	<u>370,062</u>	<u>-</u>
<i>Lessor commitments</i>		
Minimum lease commitments receivable but not recognised in the financial statements:		
Within one year	21,900	-
One to five years	43,800	-
More than five years	-	-
	<u>65,700</u>	<u>-</u>
10. TRADE AND OTHER PAYABLES		
Trade creditors and accruals	546,934	485,415
GST/PAYGW payable	171,173	80,100
	<u>718,107</u>	<u>565,515</u>
11. OTHER LIABILITIES		
Income in advance	612,826	1,113,628
Grants liabilities	170,487	113,034
	<u>783,313</u>	<u>1,226,662</u>

The terms and conditions of funding agreements were reviewed and those agreements deemed to be non reciprocal transfers are accounted for under AASB 1004 *Contributions*. Those deemed to be reciprocal transfers are accounted for under AASB 118 *Revenue*.

12. INTEREST BEARING LIABILITIES

	2017	2016
	\$	\$
CURRENT		
Hume Bank loan	2	1
Leased assets	89,857	85,540
	<u>89,859</u>	<u>85,541</u>
NON-CURRENT		
Hume Bank loan	-	-
Leased assets	69,151	155,312
	<u>69,151</u>	<u>155,312</u>

Notes to and forming part of the financial statements (continued)

13. EMPLOYEE BENEFITS

	2017 \$	2016 \$
<i>CURRENT</i>		
Annual leave	507,523	465,975
Long service leave	198,104	139,487
	<u>705,627</u>	<u>605,462</u>
<i>NON-CURRENT</i>		
Long service leave	256,865	199,919
	<u>256,865</u>	<u>199,919</u>

14. RETAINED EARNINGS

Balance at beginning of the year	5,690,179	5,548,334
Profit/(loss) for the period	803,548	141,845
	<u>6,493,727</u>	<u>5,690,179</u>

15. SUBSEQUENT EVENTS

There has not arisen in the interval between the end of the financial period and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company in subsequent financial years.

16. RELATED PARTIES

Noel Sargent (Treasurer) works at Johnson's MME, who provide accounting support services to Aspire under normal business terms.

Apart from the details disclosed in this note, no Director has entered into a material contract with the Company since the end of the previous financial year and there were no material contracts involving Directors' interests at year end.

Notes to and forming part of the financial statements (continued)

17. NOTES TO THE CASH FLOW STATEMENT

Reconciliation of operating profit to net cash from operating services

	2017	2016
	\$	\$
Operating profit/(loss)	803,548	141,845
Add/(less) non cash items		
Depreciation & amortisation	458,875	342,285
(Profit)/loss on sale of property, plant and equipment	(8,684)	128,356
Net cash from operating activities before change in assets and liabilities	<u>1,253,739</u>	<u>612,486</u>

Changes in assets/ liabilities during the financial year

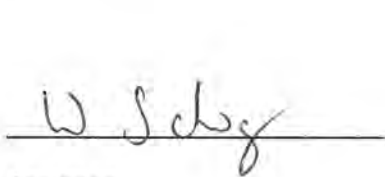
(Increase)/decrease in trade and other receivables	48,016	29,016
(Increase)/decrease in other assets	111,534	20,738
Increase/(Decrease) in employee benefits	157,111	77,729
Increase/(Decrease) in trade and other payables	(290,757)	(251,196)
Net cash from/(utilised in) operating activities	<u>1,279,643</u>	<u>488,773</u>

Directors' declaration

In the opinion of the Board, the financial statements are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and comply with Australian Accounting Standards - Reduced Disclosure Requirements including:

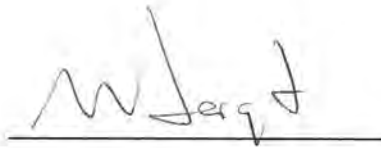
1. Presenting a true and fair view of the financial position of Aspire Support Services Ltd as at 30 June 2017 and its performance for the financial period ended on that date; and
2. At the date of this statement, there are reasonable grounds to believe that Aspire Support Services Ltd will be able to pay its debts as and when they fall due.

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



A handwritten signature in black ink, appearing to read 'W. Schy', written over a horizontal line.

Chairman



A handwritten signature in black ink, appearing to read 'M. Jerg', written over a horizontal line.

Treasurer

Dated at Albury this 28th day of November 2017.

Independent Auditor's Report to the Members of Aspire Support Services Ltd

Opinion

We have audited the financial report of Aspire Support Services Ltd (the Company), which comprises the statement of financial position as at 30 June 2017, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a description of significant accounting policies and other explanatory notes and the directors declaration.

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

- (a) giving a true and fair view of the Company's financial position as at 30 June 2017 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the 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.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2017, but does not include the financial report and our auditor's report thereon.

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

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

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

Responsibilities of the Directors for the Financial Report

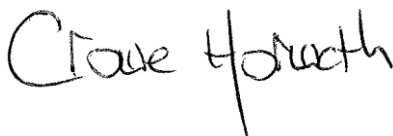
The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_files/ar3.pdf. This description forms part of our auditor's report.



CROWE HORWATH ALBURY



BRADLEY D BOHUN

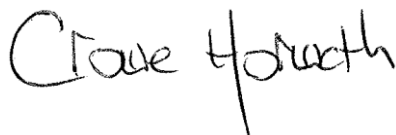
Partner

Dated at Albury this 28th day of November 2017.

DISCLAIMER

The additional financial data presented on pages 23 to 24 is in accordance with the books and records of Aspire Support Services Ltd which have been subjected to the auditing procedures applied in our audit of the Aspire Support Services Ltd for the period ended 30 June 2017. It will be appreciated that our statutory audit did not cover all details of the additional financial information. Accordingly, we do not express an opinion on such financial data and no warranty of accuracy or reliability is given.

In accordance with our firm policy, we advise that neither the firm nor any member or employee of the firm undertakes responsibility arising in any way whatsoever to any person in respect of such information, including any errors or omissions therein, arising through negligence or otherwise however caused.



CROWE HORWATH ALBURY



BRADLEY D BOHUN

Partner

Dated at Albury this 28th day of November 2017.

Detailed income and expenditure statement For the year ended 30 June 2017

	2017	2016
	\$	\$
Income		
Clients	154,285	462,916
Donations	-	4,983
Government funding	12,603,437	11,113,427
Rent	45,968	20,581
Other	115,035	193,206
	12,918,725	11,795,113
Less: expenditure as per statement	(12,198,087)	(11,761,466)
Interest income	99,578	108,230
Interest expense	(16,668)	(32)
Net financing income	82,910	108,198
Operating surplus/(deficit)	803,548	141,845

Detailed income and expenditure statement For the year ended 30 June 2017 (continued)

	2017	2016
	\$	\$
Expenditure		
Advertising and promotion	29,039	11,978
Accounting, audit and bookkeeping	45,521	21,094
Activities	-	(1,043)
Brokerage	1,078,478	848,876
Computer, server, phone and fax expenses	259,113	212,830
Consultancy fees	39,546	130,775
Depreciation & amortisation	458,875	342,285
Employee expenses	8,956,027	8,266,919
General and administrative	28,540	62,420
Legal fees	17,589	40,017
Motor vehicle expenses	225,843	272,029
Postage	10,253	14,278
Printing and stationary	89,144	97,281
Rent & Lease expense	114,036	118,766
Repairs & maintenance	125,610	118,179
Travel and accommodation	14,346	30,629
(Profit)/Loss on sale of asset	(8,684)	128,356
Other	714,811	1,045,797
Total expenditure	12,198,087	11,761,466

