



annual report

2017
2018

We provide disability information
that is free accurate and independent

Ideas' purpose is to provide access to information and opportunities for people with disability, their supporters and the community to reach their full potential.



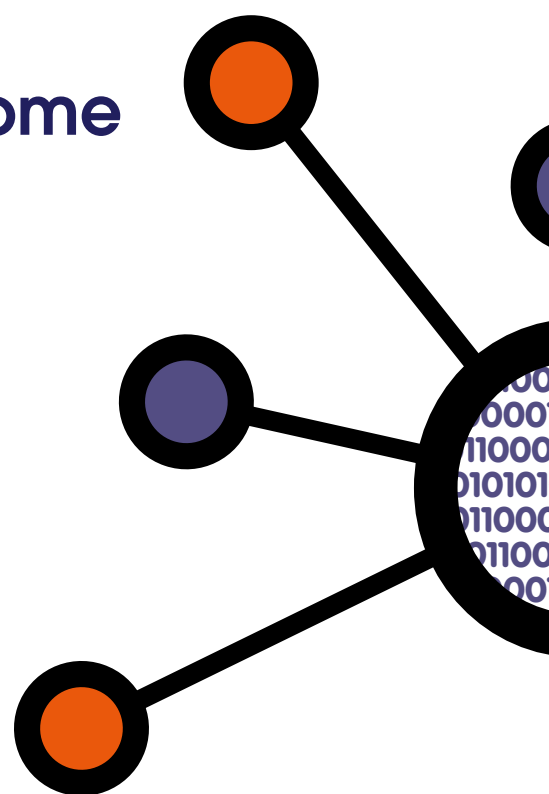


Ideas acknowledges
the traditional owners of
country throughout Australia
and their continuing connection
to land, sea and community.
We pay our respects to them
and their cultures, and to
elders past, present
and emerging.



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about ideas

Our **organisation** *who we are*

IDEAS – Information on Disability, Education & Awareness Services.

Our **vision** *what we seek*

A world where people with disability live full, independent lives of their own choosing.

Our **mission** *what we do*

IDEAS' purpose is to provide access to information and opportunities for people with disability, their supporters and the community to reach their full potential.

Our **values** *what we believe in*

We believe the following are intrinsic to the organisation and everything we do:

- Respectful
- Inclusive
- Ethical
- Innovative

Our **purpose** *how we do it*

We work to support all people with disability, their families, carers and other supporters to self-advocate and to make informed decisions. As disability knowledge brokers, we do this by providing a range of information services and products. Using our specialist expertise, we source information and filter, interpret and disseminate it on request, through a variety of methods for the benefits of our customers.

Our **organisation**

IDEAS is a membership-based organisation with over 400 members, made up of people with disability, family members, carers and supporters of people with disability.

IDEAS is widely recognised in Australia as a leading information provider in our field.

It is a not-for-profit organisation, endorsed as a deductible gift recipient under subdivision 30-BA of the Income Tax Assessment Act 1997.

IDEAS is registered with the Australian Securities and Investment Commission (ASIC) as an Australian Company Limited by Guarantee.

The Board of Directors has specialist knowledge, expertise and lived experience with disability. They take legal and fiscal responsibility for the Company and undertake strategic management and planning, and oversee management.

An Executive Officer is responsible for being the conduit between the operations and governance of the organisation.

Managers and Team Leads with specialist knowledge and oversee and manage the various functions of the organisation; and staff with specialist expertise source and filter, interpret and disseminate information through a variety of methods.

Our partners

IDEAS works collaboratively with all stakeholders to maximise the effectiveness of disability information and resources. These stakeholders include people with disability of all ages and their families, carers and supporters; non-government and government professionals; service providers; and members of the public.

The services provided by IDEAS

IDEAS delivers information to support people with disability via multiple channels including:

- Phone
- SMS
- Live chat
- In writing
- Face to face
- Group conversations
- Peer to peer
- In the community
- Online data and information
- Electronic, digital and hardcopy publications

Information knowledge management is our asset with activities including collection, maintenance, and curation of data and information resources that are independent, accurate, verified, relevant, accessible and up-to-date.

Our activities include various means and modes of dissemination of information that meet the needs of all people with disability they are. Our activities utilise our extensive networks to increase the effectiveness of referrals resulting in stronger links for people with disability in their community.

We also have a separate business arm from July 2018 providing individual advocacy services for people with disability living in South East and South West Sydney, Illawarra and the Southern Highlands of NSW.

Our **strategic objectives** *how we do it*





Regions

IDEAS' customers come from all over Australia, some even residing overseas.

Our current sources of income includes:

1. The National Disability Insurance Agency through the Information Linkages and Capacity Building (ILC) arm for:
 - a. ILC Gap Fill – Generalist Information provision for NSW.
 - b. In partnership with ACCAN for an ILC project to provide a national disability telecommunications information service
 - c. In partnership with ERA (Eastern Riverina Arts) to provide engagement and awareness activities to festival organisers in the Riverina.
2. NSW Department of Family and Community Services (FACS) to provide individual advocacy services to our target groups in funded regions of New South Wales: South East, South West, Illawarra and Southern Highlands.

IDEAS thanks our **sponsors** and **supporters**



IDEAS celebrates the value added for people with disability **enabled by our partners**



ideas board



Martin Heng *chair*

Martin has an acquired spinal cord injury and uses a wheelchair for mobility. Martin has over 21 years working as a travel editor in the field of accessible travel and has a background in communications and publishing. Joined Board in May 2016.



Chris Dumas *treasurer*

Chris is a partner at Bentleys Newcastle (accountants) and CRAG Auditing Services. He has a Bachelor of Business, became a CPA in 1998 and FCPA in 2001. Also a fellow of the Tax Institute. Joined Board in November 2013.



Teresa McMullen *secretary*

Teresa is an Occupational Therapist with over 25 years' experience. Teresa has been on the Board of Ideas since 2008.



Jackie Campisi *board member*

Jackie joined the Board of DIRC in 1998 and has been on the Board of IDEAS since the merger. Jackie is a social worker who currently works for the City of Sydney.



Wendy Bowles *board member*

Wendy Bowles is an Associate Professor in Social Work and Human services in the School of Humanities & Social Sciences at Charles Sturt University. Joined Board November 2013.



Andrew Bokor *board member*

Andrew brings the experiences of 18 years in the military and subsequent years working in the wider community. He has a passion for empowering others through information on rights and entitlements. Joined Board December 2016.



Karen Peacock *board member*

Karen Peacock is an experienced board member, communicator and disability activist. She has degrees in Social Science and Law. She was a full-time Member and Senior Member of the former Social Security Appeals Tribunal. She is involved in peer support, and is an Access Advisor for Accessible Arts.

ideas staff

At the time of writing the IDEAS team has grown by another 50% to a current full-time equivalent of 32 people. The geography of our people now includes Canberra, Campbelltown, Tumut, Newcastle, Cooma and Coffs Harbour. The systems employed enable technology to share and communicate effectively project work, intake functions, external communication and internal meetings.

80% of IDEAS staff lives with or has lived experience of disability. Our customers tell us that it is the authentic lived experience that enhances their trust in the integrity of our service. IDEAS invests in five days of training and induction process for all new staff members. There is an additional two days of customised training in professional development including:

- Leadership
- Communication styles
- Positive mind sets
- Collaboration
- Feedback loops
- Public speaking and presentation
- Safety

Accuracy and independence in information means that people with disability and their families and carers get connected to the information they need to support the decisions they need to make in their everyday decisions.





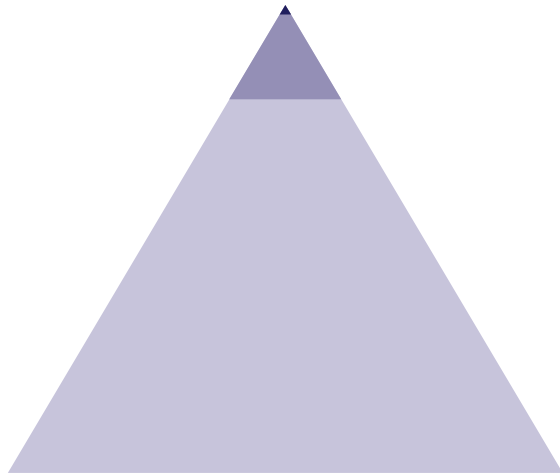
chair's report

The importance of the introduction of the NDIS to better cater to the needs of the estimated one-fifth of the Australian population living with disability cannot be underestimated. But such a momentous change in the sources and mechanisms of funding has undeniably resulted in both upheaval and uncertainty among both recipients of funding and service providers.

My first year as Chair of the Board of Directors of IDEAS has therefore been overshadowed by insecurity over the organisation's future as a result of the NSW government's decision to abdicate its responsibility for its residents with a disability by withdrawing funding for a raft of services and organisations, including our own, instead allocating its funds to the NDIS. This existential threat has preoccupied the Board and senior management throughout the year, but it is the staff of IDEAS and the many thousands of people affected by disability whom they support who stood to lose most – and who still stand to lose should IDEAS not secure funding beyond the end of this financial year.

Although we were unsuccessful in our application for a national readiness grant under the NDIS – notwithstanding applications that were a credit to their authors – we finally succeeded in obtaining an ILC grant from the NDIA that guarantees our continued operations for the next 12 months. In addition, a backflip by the NSW government over the funding of advocacy services – almost certainly owing to the #standbyme campaign spearheaded by the NSW Disability Advocacy Alliance – is providing an extra injection of funds and enables IDEAS to move into a new area: the direct provision of advocacy services. Our success in securing funding is testament to the high regard in which IDEAS is held by the disability communities, by state and federal government representatives and by the NDIA itself. It is also due to the tireless lobbying and work behind the scenes by senior management.

While the NDIS will provide funding for many people living with disability, we should not forget those whom the Scheme will not cover – particularly the aged, following the NSW government's decision to shut down Ageing, Disability and Home Care (ADHC) – which has been estimated to be an enormous 90% of all people living with disabilities. We should not be distracted by the



Source: <https://ndis.nsw.gov.au/about-ndis-nsw/>

140,000

NSW NDIS Participants by 2018/19

1,508,800

people with disability including the aged in NSW

7,544,000

people in NSW

self-congratulation of politicians at the rollout of the NDIS to believe that all the problems facing people with disability have been solved. As the Scheme is progressively implemented, ***the need for access to truly independent information and advocacy services such as those offered by IDEAS is paramount, not only for those covered by the Scheme, but especially for those who are not, if they are to lead meaningful lives in a truly inclusive society. Even with funding, choice is meaningless unless it is informed; without a funded plan under the NDIS, access to independent information and advocacy is critical.***

For more than 30 years IDEAS has been a trusted source of independent, unbiased information, but it is far from being mired in the past. It's an organisation that is continually evolving in the way it engages with its clients and the ways its vast resources of information can be accessed. Its website is not only easily navigable, it also has a great search function and features a live chat; it has an active social media presence; its call centre is staffed with real people really listening, not merely reading from scripts; its outreach activities incorporate expos and workshops, as well as sending its representatives into the community to listen and talk to people; and it still sends out thousands of printed newsletters to its members. In an era when its clients can be aged anywhere between 18 and 108, IDEAS understands the importance of

a truly multiplatform information service delivery model. Behind the scenes, this is supported by a state-of-the-art office management system and a quality management system that meets ISO 9001:2015 standards. What IDEAS has to offer to people with disability, their families and carers is unique and it would be a tragedy were it to be lost.

Finally, I would like to thank IDEAS staff for their faith in the management of the organisation and their dedication to their responsibilities despite the uncertainty around their own future, as well as for their flexibility as management restructures the organisation to suit our new operating environment.

Martin Heng



treasurer's report

2018 was another great year for IDEAS, seeing us deliver just under \$2,300,000 worth of service to the community. This is another record level of service delivery for my time on the Board and as stated last year we are very thankful as a Board for the work done by Diana and her operations team in securing the funding to enable this to become a reality. The further work done in this year to secure NSW advocacy and critical federal funding for the future year's disabled community and carers was outstanding and our future as an organisation is looking very solid.

2018 saw Andrew join our team in finance along with many other wonderful new faces across our entire entity. I would like to thank all for their service.

The total turnover for the year is up 8.2% (against a strong turnover 2017 financial year). I note that the year saw the recognition of \$971,929 in non-recurrent funding which drove the increase in revenue. The net surplus of \$124,095 is a continuation of expanding profit, set against substantial work in the website maintenance, appropriate

growth in the team that serves our clients and a growth in consulting fees. We have consolidated our operations at Tumut (which has resulted in a very low rent to turnover ratio) but I note that the Campbelltown office will flow through in this financial year.

This year was the second of the two-year funding agreement with the NSW Government obtained by Diana and her team's fine negotiations undertaken in 2016. I note that efforts to secure further funding were successful enabling us to continue to flourish into the 2019 financial year and beyond. I cannot understate how critical or impressive this has been through the changeover between state and federal responsibilities with our sector.

In IDEAS it is the Treasurer's role to have an overview of the systems that are used, monitor spending and be able to advise the Board of our financial position, especially if new projects are to be undertaken as to their affordability and the recurrence or otherwise of our funding. The monitoring of these functions has been done primarily by Diana with Board support around the monthly review

“I cannot understate how critical or impressive this has been through the changeover between state and federal responsibilities with our sector”.

of IDEAS’ funding, budgeting and expense allocation being done efficiently and accurately.

All of our accounting is prepared on XERO, reviewed monthly against prior year figures and our budget (and the budget is updated during the course of the year to reflect changes in our operations).

We are audited at the end of every financial year and thank Steven Walker for his services in doing this.

The profit of \$124,095 sees an extension of \$98,413 on last year’s net results. IDEAS is proud of the efficiency and effectiveness we achieved in the delivery of our service providing strong value for money for the stakeholders in our service, particularly the disabled and their carers.

Our net equity position has improved markedly (up 39%) at \$440,450. Our net asset position has reduced slightly by \$240,563 which has been more than offset by the total liabilities which have dropped by \$364,659.

On a personal note I congratulate Diana and her team on their maintenance of the accounts function. The Board is supportive to all involved and remains focussed on IDEAS objectives and the work of the staff and friends of IDEAS. Further I would like to commend the Chair and the Board on their stellar work over the year.

Looking forward, our organisation has secured funding for the upcoming financial year and is confident of obtaining funding into the future to continue as a going concern advocating for and disseminating information to our clientele into the

future. I commend all of those involved in securing those commitments to funding.

This is another good result considering the further restructuring, negotiations for funding, and significant change over of the team that took place during the year. The nature of the funding environment, the competition in our industry and our integrity and independence standards which define our organisation (who we are) mandate that we do not make large profits and the management and the Board will continue to maintain their fiscal discipline to ensure that we spend in delivering our programs the money we are entrusted to expend by our funding bodies.

From the Board’s perspective we are proud of the ongoing work being done by Diana and her team to enable a future provision of information for our community.



Chris Dumas



IDEAS

NOW HAS OVER
312 YEARS
OF HELD SPECIALIST DISABILITY
KNOWLEDGE

80%
OF IDEAS STAFF
LIVES WITH OR HAS LIVED EXPERIENCE
OF DIVERSE DISABILITIES.
WE GET IT!

IDEAS

will demonstrate the
outcomes of **people
with disability**
connecting in their own
chosen way **to get the
information** they need
to **make decisions for
themselves.**



executive officer's report

2017-2018 was a year of fighting hard to retain the ability to support people with disability make informed decisions through the provision of accurate, verified and relevant of information.

The decision by the NSW government to walk away from funding supports for their residents with a disability added additional pressure on organisations such as ours while people with disability continued to grapple with the implementation of the biggest social reform in decades.

We fought hard and were successful in gaining an ILC grant of \$3.1million for one year to grow the capacity and capability of people with disability to access, and of our organisation to deliver information, linkages and referral activities to support people with disability make informed decisions.

We were tenacious in NSW to retain the ability to support people with disability access individual advocacy supports. Again for one year, we succeeded in winning funding of \$594,000 to provide individual advocacy across the South West and South East of Sydney as well as the Southern Highlands and South Coast regions of NSW.

At the time of writing we have stepped into this funding and have **grown our team by another 50% to a full-time equivalent of 32 people** as well as opened offices in Canberra and Campbelltown. We now have an amazing team of professionals, who come with a broad range of expertise, disability and lived experience of disability. They are enthusiastic and eager to join our team and work toward the same goal.

We embrace the opportunity we have this year to demonstrate the outcomes for people with disability accessing and connecting with our model of information provision as we continue on our path enabling all people with disability to live full independent lives of their own choosing, through the provision of independent information.

Diana Palmer

individual support

FREECALL 1800 029 904

Disability Information Phone Line

The information team at IDEAS strives for best practice, delivering accurate and independent information to our enquirers.

The team environment supports our determination to be a relevant, nimble and trusted source for customers to be connected to the information they need to support *informed* choice.

IDEAS info team has assisted with face to face, phone, email, social media and Live Chat, TIS and TTY enquiries over the past year. There has

been a significant change in the type of enquiries. Many are complex.

Ideas grades our calls received as simple or complex.

An IDEAS simple call features:

1. One issue
2. Services readily available and accessible in the customer's area.
3. The services available have capacity.



EXAMPLE:

A customer living in a metropolitan area contacted IDEAS requesting assistance in finding a support coordinator.

The information officer researched available support coordinators available in the customer's area using our database and other sources. The information officer contacted each provider to check currency of information and capacity for organisation to take more clients. The information was compiled and provided to the customer in their preferred format.

**A minimum of 3 services is provided where ever possible.
5 calls were made to complete the enquiry.**

An IDEAS complex call features

Multiple issues or issues that are difficult to discern.

Services are difficult to find and or services in the customer's area are difficult to find.

There is no capacity in the services available.



EXAMPLE:

A Korean-speaking customer who lives in metro CBD phoned requesting assistance. A translating service was used to facilitate communication. It was established that the customer was seeking an occupational therapist, cleaner and gardener, all who speak Korean. Lots of networking and lateral thinking was required; but after many hours, and against all odds, the brief was carried out in full.

In excess of 25 calls were made.

at a glance

The close to customer focus enables IDEAS team to be responsive to minute demands and market changes as we are consistently hearing from real people navigating complex issues in the changing disability environment.

It also informs our capacity to engage with continuous quality improvement as a matter of course using our systems infrastructure.

Calls to the IDEAS information line are answered within three rings by a real person. The information officer receiving the call will usually complete the enquiry.

3766

calls answered in 2017-18

2550

TOTAL ENQUIRIES TO THE INFO LINE

MORE THAN 80%

OF ENQUIRIES FOR INDIVIDUAL SUPPORT SEPARATE FROM WEBSITE SEARCHES ARE BY TELEPHONE

LIVE CHAT

as access for information is growing exponentially. We predict this will continue.

10 MOST COMMON ENQUIRY SUBJECTS

- #1 Support services
- #2 Information services
- #3 Allied health
- #4 Recreation and leisure
- #5 Advocacy
- #6 Access
- #7 Aids and equipment
- #8 Accommodation
- #9 Home modifications
- #10 Finance and income

TOP 5 WAYS PEOPLE FIND US

- #1 Word of mouth
- #2 Internet
- #3 Repeat customers
- #4 LACS and Ability Linkers
- #5 Service providers

23%

OF ENQUIRIES ARE FROM CALD BACKGROUNDS

DID YOU KNOW?

in 2017-2018 each IDEAS information officer made on average 13 calls to answer a single enquiry

ABOUT IDEAS CUSTOMERS

- #1 Individuals with disability
- #2 Family members of people with disability
- #3 Local Area Co-ordinators
- #4 Carers
- #5 Service providers

TIME SPENT COMPLETING THE ENQUIRY



23.3%
0-5 MINUTES

26.2%
6-10 MINUTES

31.5%
11-30 MINUTES

11.9%
31-60 MINUTES

3.8%
61-120 MINUTES

3.3%
120 MINUTES +

74%

OF ENQUIRIES ARE FROM AN ENGLISH SPEAKING BACKGROUND

THREE%

OF ENQUIRIES ARE FROM INDIGENOUS PEOPLE

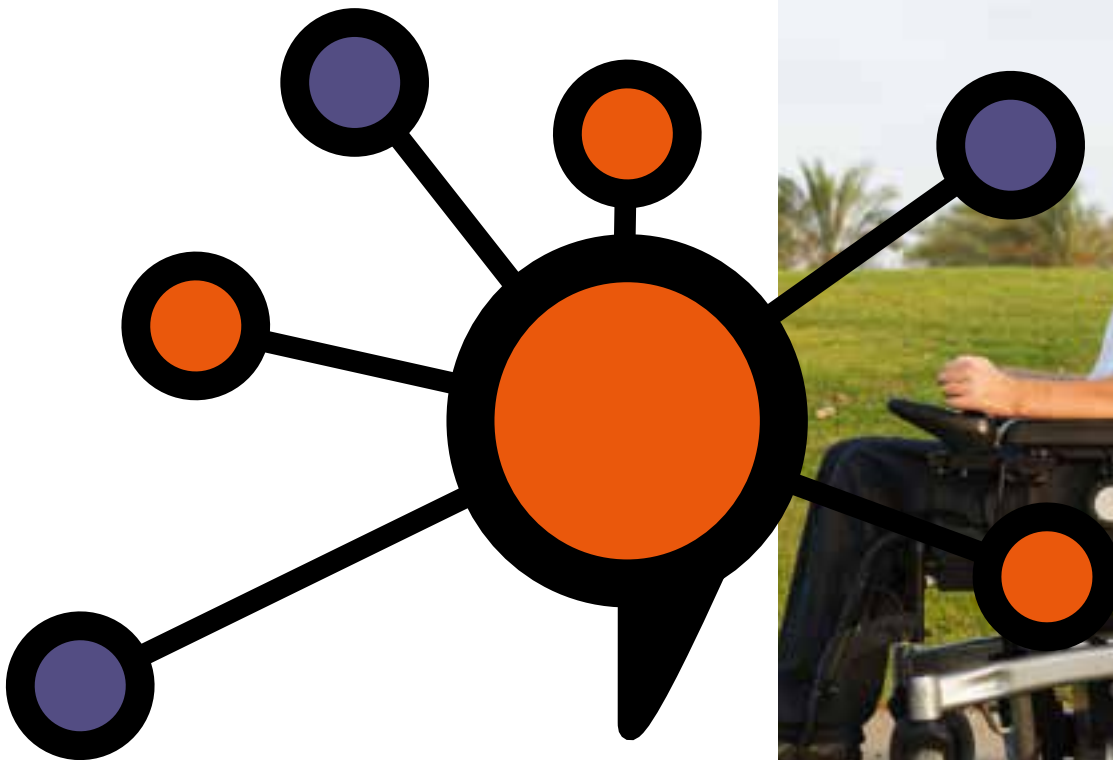
DISABILITY ADVOCACY BROKERAGE DABS

Our DAB programme switched over on 1 July 2018 from a brokerage service to a direct advocacy service.

community engagement

FEATURES

- Additional engagement strategies targeting isolated cohort groups across the state
- Strategic and statewide travel to engage with Local Area Coordinators and present about the many ways we can support them and their participants, especially during the implementation period of planning.
- We trained Local Area Coordinators on important elements of the website, and navigation tips for searching localised service listings effectively.
- To further support them we have also developed a user-friendly NDIS Registered Provider directory freely accessible on our website. It is searchable by postcode and by NDIS Service Registration Group.



website data

Ideas operations staff constantly source the latest sector information to upload on to our website. We are committed to providing consistently accurate information. The outcome is that customers can make informed decisions.

All data records **are verified at least annually to double-check for accuracy.**

IDEAS long exposure in information provision informs a rigorous service that ensures data we collect, curate and disperse is:

- **accurate and timely,**
- **specific and organised for a purpose,**
- **presented within a context that gives it meaning and relevance, and**
- **can lead to an increase in understanding and decrease in uncertainty.**

Information is valuable because it can affect behaviour, a decision, or an outcome. A piece of information is considered valueless if, after receiving it, things remain unchanged.

In the disability sector, ***the outcome we work to is that people have the information they need to support their life choices and get the supports they need to live a good ordinary life.***

Source of information definition www.businessdictionary.com/definition/information.html



database and knowledge

Managing the IDEAS databases is a year-round process, involving all of the Operations team. Collecting and updating our data, ensuring its accuracy and integrity, is critical for IDEAS' customer service. Our Information officers use this data and other resources on a day-to-day basis to assist the IDEAS Customer as part of our Client Management System.

IDEAS-maintained records are displayed beyond our own website on Local Council LINCS members' websites. For 2017-2018 records displayed have decreased from 409,271 last year to 395,799 this financial year. This is because some Councils no longer maintain their LINCS membership.

IDEAS is concerned that individuals may now be accessing outdated information from these sites.

The records are being maintained and verified by IDEAS and displayed on our website, and we will redouble our efforts to provide outreach and in-reach services for people with disability throughout the state.

706,727
VISITS INCLUDES
IDEAS RECORDS
DISPLAYED
AT IDEAS.

ORG.AU AND
EXTERNAL SITES
THROUGH LINCS
MEMBERSHIP

806,266
PAGE VIEWS

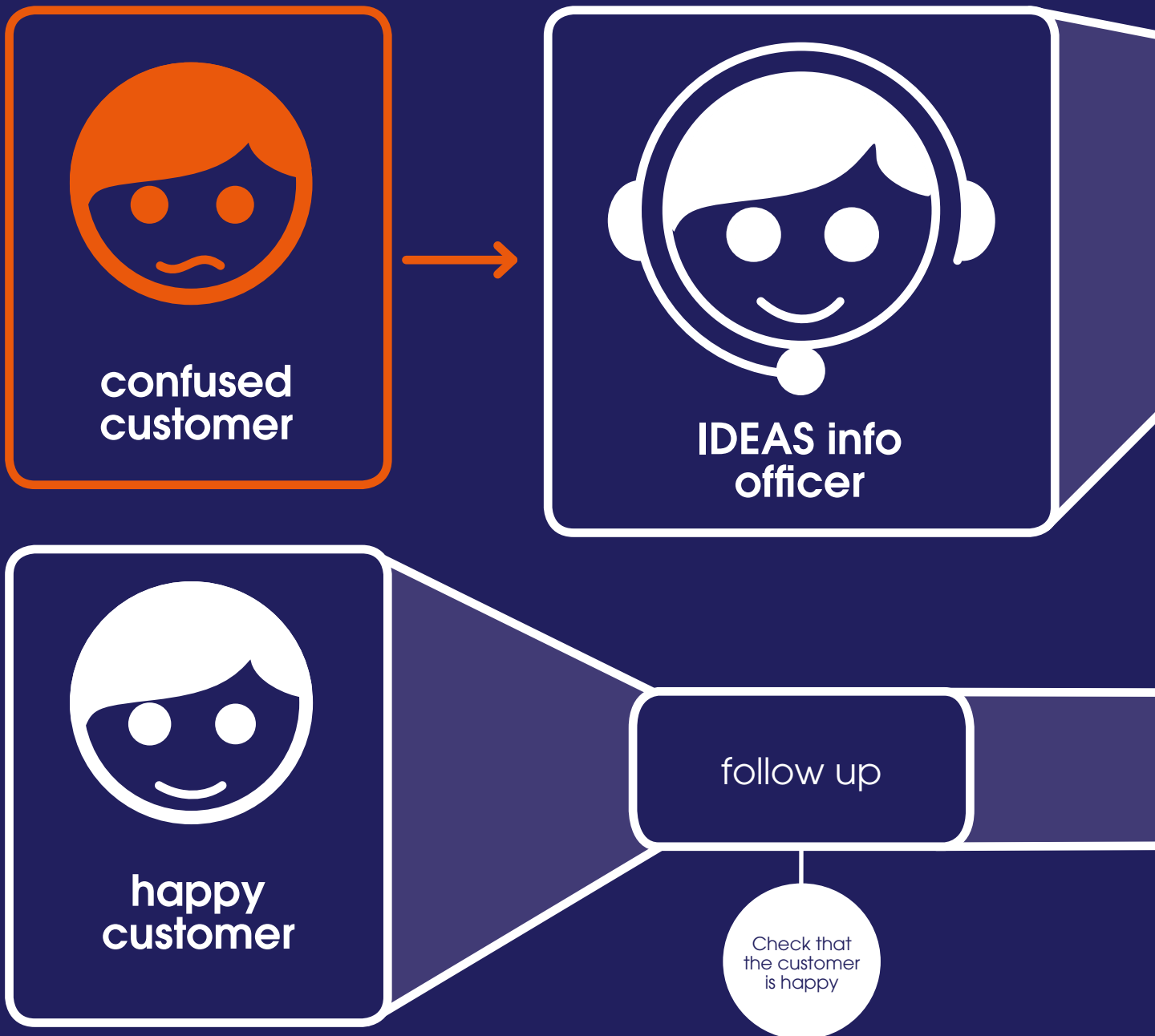
24,981
ONLINE RESOURCES

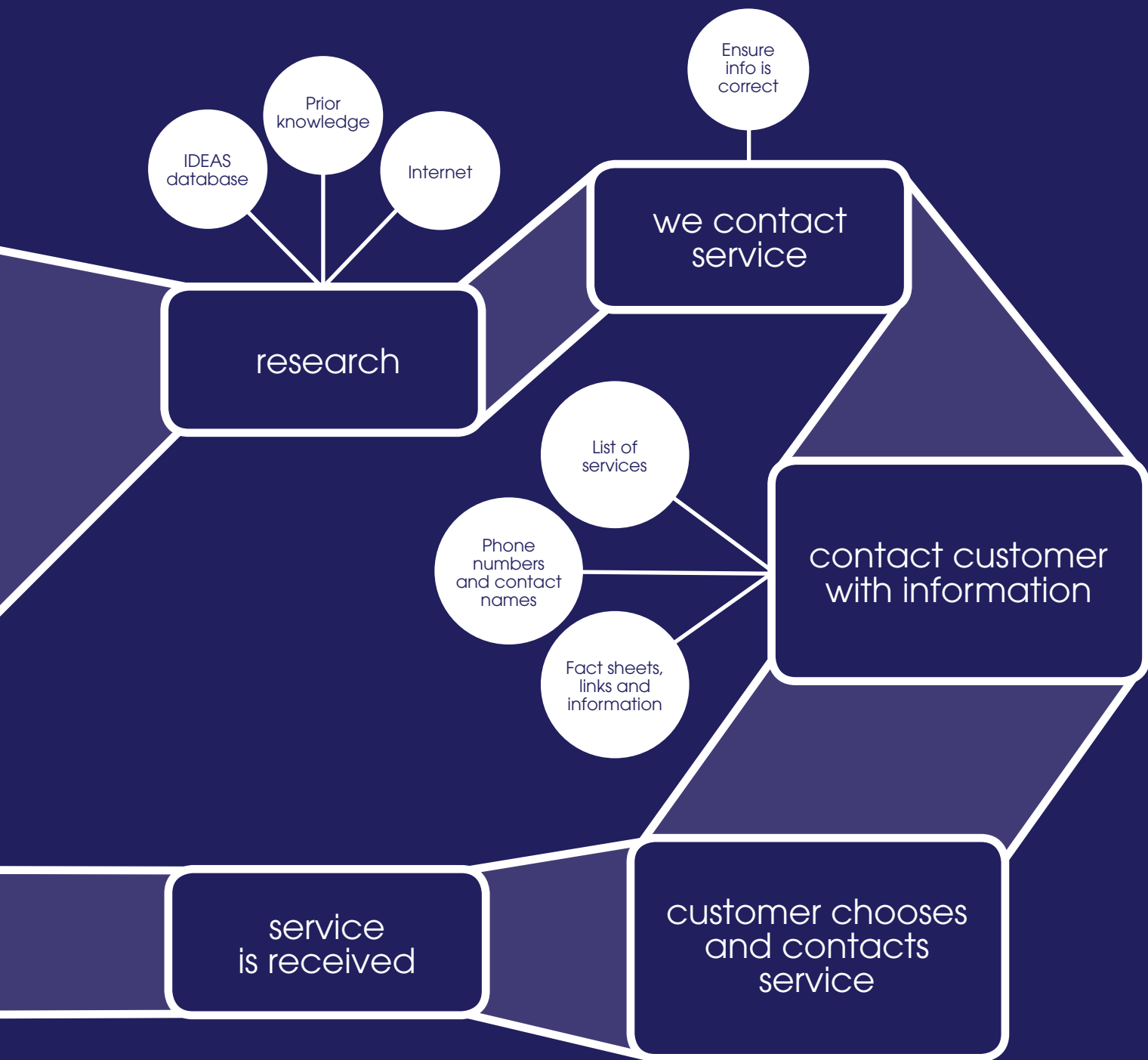
19,819
DATA RECORDS
OWNED AND MANAGED BY IDEAS

34,996
TOTAL RECORDS

customer journey

-  email & letters
-  phone line
-  social media
-  website
-  live chat
-  community engagement
-  expos





complementary outcome

20% OF CALLS

to our info line service in 2017-2018 came as a result of deliberate complementary work by IDEAS in support of LACs. This collaboration has proved extremely beneficial for both organisations, reflected in feedback from LAC's and the increase in calls from both LACs and their participants to our telephone enquiry line.

During the 2017-18 year,

14%

of info-line calls were from LACs and a further 9% from participants directly referred to us by LACs, meaning approximately 20% of all calls to our info-line during the year were directly attributable to LACs.

IDEAS

connected with 3445 PEOPLE

in face-to-face engagements in 2017-18

IDEAS ATTENDED 131 EVENTS

in the year

Note no expo convened during the year.

"Access to this information makes me more confident and productive."
Uniting LAC

newsletter

IDEAS

DISTRIBUTED

21,474

NEWSLETTERS IN 2017-18 TO A SUBSCRIBER BASE OF 3579 PEOPLE

OUR CUSTOMER SURVEYS TELL US THAT IDEAS NEWSLETTER IS WIDELY SHARED FOR EVERY SUBSCRIBER

WE HAVE FOUR READERS EACH ISSUE REACHES

14,316 PEOPLE

**unaudited.*

IDEAS

PUBLISHES THE NEWSLETTER

6X

PER YEAR

IN PRINT, DIGITAL AND AUDIO FORMATS

financials

for the year ended 30 june 2018

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Directors' Report

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

Directors' Report

Your directors present their financial report of IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED for the financial year ended 30 June 2018. Directors have been in office since the start of the financial year unless otherwise stated. The names of the directors in office at anytime during or since the end of the year are:

Director	Office Held	Years Experience	Qualifications	Meetings Attended
Martin Heng Appointed 07/02/2017	Chairperson	23	Online Editor	12
Teresa McMullen Appointed 07/02/2017	Director	28	Occupational Therapist	6
Chris Dumas Appointed 07/02/2017	Treasurer	23	Accountant	7
Andrew George Bokor Appointed 06/11/2017	Director	5	Retired	10
Wendy Lyn Bowles Appointed 06/11/2017	Director	30	Academic	10
Jacqueline Lorraine Campisi Appointed 06/11/2017	Director	35	Social worker	9
Melinda Paterson Appointed 07/02/2017 Resigned 06/11/2017	Former Chairperson	23	Community Development Manager	3

Principal Activities

The principal activities of the company during the financial year were to provide a range of high quality information, education and awareness services and products for people with disability, older people, their families, carers, other supporters and the general community.

Significant Changes in the State of Affairs

There were no significant changes in the state of affairs of the company.

Operating Result

The surplus/(deficit) from ordinary activities amounted to:

Year ended 30 June 2018 \$124,095

Year ended 30 June 2017 \$25,682

Going Concern

This financial report has been prepared on a going concern basis which contemplates continuity of normal business activities and the realisation of assets and settlement of liabilities in the ordinary course of business. The ability of the company to continue to operate as a going concern is dependent upon the ability of the company to generate sufficient cashflows from operations to meet its liabilities. The directors of the company believe that the going concern assumption is appropriate.

Indemnifying Officers

During or since the end of the financial year the company has given an indemnity entered into an agreement or paid or agreed to pay insurance premiums for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the company other than conduct involving a wilful breach of duty in relation to the company.


Auditor's Independence Declaration

The Auditor's Independence Declaration as required under section 307C of the Corporations Act 2001 can be found on Page 5.

Signed in accordance with a resolution of the board of directors on 17th October 2018.



Martin Heng (Chairperson)



Chris Dumas (Treasurer)

Auditor's Independence Declaration

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

Auditor's Independence Declaration under Section 307C of the Corporations Act 2001 to the Directors of Ideas-Information of Disability Education and Awareness Services Limited.

I declare that to the best of my knowledge and belief, during the year ended 30 June 2018, there has been no contravention of:

a) the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit;

and

b) any applicable code of professional conduct in relation to the audit.

Walkerbds



Steven R Walker

Chartered Accountant

38A Russell Street, Tumut, NSW, 2720

Date:

6/11/18

Statement of Profit and Loss and Other Comprehensive Income

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

	NOTES	2018	2017
Income			
Revenue	2	2,298,561	2,123,839
Total Income		2,298,561	2,123,839
Total Income			
		2,298,561	2,123,839
Expenses			
Accommodation & Meals		44,953	37,060
Advertising		61,654	44,766
Business Planning		20,575	33,347
Client Support Consumables		37,110	30,156
Consultancy Fees		102,758	42,896
Depreciation and amortisation expense		15,373	66,285
Employee wages and benefits expenses		1,420,145	1,300,152
Expo Expenses		1,834	45,456
Lease Payments		26,011	18,698
Other expenses		277,574	370,196
Public Relations		21,375	8,728
Rent		43,807	42,000
Staff training and development		30,552	27,518
Website Maintenance		70,745	30,890
Total Expenses		2,174,465	2,098,157
Current Year Surplus Before Income Tax			
		124,096	25,682
Net Current Year Surplus			
		124,096	25,682

The accompanying notes form part of the financial statements.

Statement of Changes in Equity

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

	Retained Surplus	Reserves	Total
	\$	\$	\$
Balance at 1 July 2016	155,686	134,987	290,673
Surplus for the year	<u>25,682</u>	—	<u>25,682</u>
Balance at 30 June 2017	181,368	134,987	316,355
Surplus for the year	<u>124,095</u>	—	<u>124,095</u>
Balance at 30 June 2018	<u>305,463</u>	<u>134,987</u>	<u>440,450</u>

The accompanying notes form part of the financial statements.

Statement of Financial Position

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

As at 30 June 2018

	NOTES	30 JUN 2018	30 JUN 2017
Assets			
Current Assets			
Cash and Cash Equivalents	3	1,295,655	1,586,464
Trade and Other Receivables	4	-	168
Other Current Assets	5	60,700	-
Total Current Assets		1,356,355	1,586,632
Non-Current Assets			
Plant and Equipment, Vehicles	6	52,115	62,381
Total Non-Current Assets		52,115	62,381
Total Assets		1,408,470	1,649,013
Liabilities			
Current Liabilities			
Trade and Other Payables	8	131,985	139,503
Employee Entitlements	9	161,218	163,192
Other Current Liabilities	10	604,500	956,929
Total Current Liabilities		897,704	1,259,624
Non-Current Liabilities			
Employee Entitlements	9	70,316	73,055
Total Non-Current Liabilities		70,316	73,055
Total Liabilities		968,020	1,332,679
Net Assets		440,450	316,334
Equity			
Retained surplus		305,453	181,368
Reserves		134,997	134,967
Total Equity		440,450	316,335

The accompanying notes form part of the financial statements.

Statement of Cash Flows

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

	2018	2017
	\$	\$
Cash Flows from Operating Activities		
Commonwealth, State Government Grants	2,090,915	1,405,911
Receipts from Other Operating Activities	31,108	129,875
Interest Received	17,192	31,510
Cash Payments from Other Operating Activities	<u>(2,369,324)</u>	<u>(2,079,562)</u>
Total Cash flows from Operating Activities	<u>(230,109)</u>	<u>(512,266)</u>
Cash flows from Investing Activities		
Payments for Plant and Equipment	<u>(60,700)</u>	<u>-</u>
Total Cash flows from Investing Activities	<u>(60,700)</u>	<u>-</u>
Net Increase / (Decrease) in Cash Held	(290,809)	(512,266)
Cash Balances		
Opening Cash Balance	1,586,464	2,098,730
Closing Cash Balance	<u>1,295,655</u>	<u>1,586,464</u>

The accompanying notes form part of the financial statements.

Notes of the Financial Statements

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

The financial statements cover Ideas-Information on Disability Education and Awareness Services Limited as an individual entity incorporated and domiciled in Australia. Ideas-Information on Disability Education and Awareness Services Limited is a company limited by guarantee.

The financial statements were authorised for issue on 10 October 2018 by the directors of the company.

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

These general purpose financial statements have been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012, Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board and International Financial Reporting Standards as issued by the International Accounting Standards Board. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

(a) Revenue and Other Income

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

Ideas-Information on Disability Education and Awareness Services Limited receives non-reciprocal contributions of assets from the government and other parties for no or nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established. Rental income from operating leases is recognised on a straight-line basis over the term of the relevant leases.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

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

(b) Fair Value of Assets and Liabilities

The company measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard.

Fair value is the price the company would receive to sell an asset or would have to pay to transfer a liability in an orderly (i.e. unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from either the principal market for the asset or liability (ie the market with the greatest volume and level of activity for the asset or liability) or, in the absence of such a market, the most advantageous market available to the entity at the end of the reporting period (ie the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transaction costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest and best use.

The fair value of liabilities and the entity's own equity instruments (excluding those related to share-based payment arrangements) may be valued, where there is no observable market price in relation to the transfer of such financial instrument, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and, where significant, are detailed in the respective note to the financial statements.

(c) Property, Plant and Equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses related to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(e) for details on impairment).

Depreciation and amortisation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is available for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

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

Class of Fixed Assets	Depreciation Rate
Plant and equipment	10-100%

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

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained surplus.

Property, plant and equipment are brought to account at costs less, where applicable, any accumulated depreciation.

The cost of fixed assets purchased by the company includes the costs of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

All other repairs and maintenance are charged to the statement of profit or loss and other comprehensive income during the financial period in which they are incurred.

(d) Income Tax

All income of the company is exempt from income tax as the company has received tax exemption.

(e) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand and in at call deposits with banks or financial institutions, investments in money market instruments maturing within less than three months, net of bank overdrafts.

(f) Employee Entitlements

Short-term employee provisions

Provision is made for the company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries, sick leave and annual leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

Other long-term employee provisions

provision is made for employees' long service leave and annual leave entitlements not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss as part of employee provisions expense.

The company' obligations for long-term employee benefits are presented as non-current employee provisions in the statement of financial position, except where the company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current employee provisions.

(g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included within other receivables or payables in the statement of financial provision.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from or payable to the ATO, are presented as operating cash flows included in receipts from customers or payments to suppliers.

(h) Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from customers for goods sold in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Refer to Note 1(e) for further discussion on the determination of impairment losses.

(i) Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(j) Comparative Figures

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

When an entity applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

(k) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's carrying amount over its recoverable amount is recognised in profit or loss.

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

Where it is not possible to estimate the recoverable amount of an asset's class, the entity estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is recognised against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

(l) Critical Accounting Estimates and Judgements

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

	2018	2017
2. Revenue and Other Income		
State / Federal Government Grants	2,253,261	2,004,391
Ebility Advertising	18,123	13,489
Expo Sundry Income	-	400
Expo Site Income	-	36,255
Equipment Classifieds	-	1,443
Google Ad Income	702	1,829
Interest	17,192	31,582
Miscellaneous	570	456
Newsletter Advertising	464	1,080
Parts & Accessories Classified	-	90
Parenting Payment Reimbursements	-	12,107

Real Estate	-	240
Sales of Goods	-	210
Training & Education Income	8,250	11,756
Vehicles Classifieds	-	8,512
Total Revenue and Other Income	2,298,561	2,123,839
	2018	2017

3. Cash on Hand

Bank accounts/(overdraft)		
Access Aware Account	3,484	3,484
Bendigo Gift Account	11,213	11,153
Bendigo Grants Account	928,901	1,306,812
Bendigo Working Account	82,474	24,528
Executive Officer Credit Card	1,897	(2,231)
Expo Account	12,336	12,336
Future Projects Account [11185]	92,300	92,300
PayPal Account	226	310
Riverina Equipment Pool Acct [11184]	13,224	13,224
Staff Provisions Account	148,075	124,610
Team Leader Credit Card	1,526	(111)
Total Bank accounts/(overdraft)	1,295,655	1,586,414
Cash floats		
Petty Cash	-	50
Total Cash floats	-	50
Total Cash on Hand	1,295,655	1,586,464
	2018	2017

4. Trade and Other Receivables

Trade Receivables		
Accounts Receivable	-	188
Total Trade Receivables	-	188
Total Trade and Other Receivables	-	188
	2018	2017

5. Other Current Assets

Prepayments	60,700	-
Total Other Current Assets	60,700	-
	2018	2017

6. Plant and Equipment, Vehicles

Plant & Equipment		
Plant and equipment at cost	240,522	240,522
Accumulated depreciation of plant and equipment	(203,599)	(198,397)
Total Plant & Equipment	36,923	42,124

Vehicles		
Motor Vehicles	32,318	32,318
Accumulated depreciation of motor vehicles	(17,125)	(12,061)
Total Vehicles	15,192	20,256
Total Plant and Equipment, Vehicles	52,115	62,381
	2018	2017

7. Intangibles

Other Intangibles		
Ebilty Website	30,000	30,000
Amortisation	(30,000)	(30,000)
Total Other Intangibles	-	-
Total Intangibles	-	-
	2018	2017

8. Trade & Other Payables

Trade Payables		
Accounts Payable	48,984	87,741
PAYG Withholding Payable	13,963	15,687
Superannuation Payable	-	28,771
Total Trade Payables	62,947	132,199
GST Payables		
GST Payables	69,038	7,304
Total GST Payables	69,038	7,304
Total Trade & Other Payables	131,985	139,503
	2018	2017

9. Employee Benefits

Current		
Annual Leave Provision	125,320	144,289
Long Service Leave Provision	35,124	20,958
Salary Sacrifice	685	(2,055)
Unpaid Expense Claims	89	-
Total Current	161,218	163,192
Non Current		
Long Service Leave Provision	70,316	73,055
Total Non Current	70,316	73,055
Total Employee Benefits	231,534	236,247
	2018	2017

10. Other Liabilities

Current		
Grants Received in Advance	594,500	-
NDCI Grant	10,000	-

	2018	2017
Grants - ADHC One-Off	-	100,000
Grant - ADHC One-off (2 yrs)	-	856,929
Total Current	604,500	956,929
Total Other Liabilities	604,500	956,929

11. Contingent Liabilities

Estimates of the potential financial effect of contingent liabilities that may become payable before 30 June 2019:

The company has not had its funding from State and Federal government agencies guaranteed beyond 30 June 2019. Should the company be wound up, the company would have an estimated employee involuntary redundancy liability of \$141,000.

12. Related Party Transactions

There were no related party transactions.

13. Members' Guarantee

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$1 towards meeting any outstanding obligations of the entity. At 30 June 2018 the number of members was 383.

	2018	2017
14. Auditors Remuneration		
Audit Fees	8,801	6,750
Other	13,713	1,338
Total Auditors Remuneration	22,514	8,088

Directors' Declaration

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

The directors of the company declare that:


1. The financial statements and notes to the financial statements are in accordance with the Australian Charities and Not-for-profits Commission Act 2001 and:

(a) comply with Accounting Standards – Reduced Disclosure Regime, the Australian Charities and Not-for-profits Commission Act 2012 and the Corporations Act 2001; and


(b) give a true and fair view of the financial position as at 30 June 2018 and the performance for the year ended on that date of the company.

2. There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with subs 60.15 (2) of the Australian Charities and Not-for-profits Commission Regulation 2013.


Signed: Martin Heng (Director)

Dated: / /


Signed: Chris Dumas (Director)

Dated: / /

Auditor's Report

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

Opinion

I have audited the accompanying financial report of IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED, which comprises the statement of financial position as at 30 June 2018, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory notes and the directors' declaration.

In my opinion, the financial statements of IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED are in accordance with Div 60 of Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2018, and of its performance for the year ended on that date; and
- (ii) complying with Accounting Standards - Reduced Disclosure Regime and Div 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities section of my report. I am independent of the company in accordance with the ACNC Act and 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 my audit of the financial report in Australia. I have also fulfilled my other responsibilities in accordance with the Code.

I confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Directors' Responsibility 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 Regime, the Australian Charities and Not-for-profits Commission Act 2012 and the Corporations Act 2001 and for such internal controls as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the company'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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibility

My 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 my 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.

I communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identified during my audit.



Auditor's signature: Steven Walker

38A Russell Street, Tumut, NSW, 2720

Dated: 6/11/18

Supplementary Information

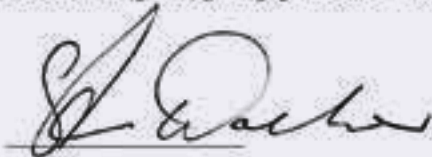
IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

DISCLAIMER

The additional financial data presented on the following pages is in accordance with the books and records of the Ideas-Information on Disability Education and Awareness Services Limited that have been subjected to the auditing procedures applied in my statutory audit of the company for the year ended 30 June 2018. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, I do not express an opinion on such financial data and no warranty of accuracy or reliability is given.

In accordance with firm policy, I advise that neither the firm nor any member or employee of the firm undertakes responsibility arising in any way whatsoever to any person (other than the company) in respect of such data, including any errors or omissions therein, arising through negligence or otherwise however caused.



Steven R Walker

Chartered Accountant

38A Russell Street, Tumut, NSW, 2720

Date

6/11/18

Income and Expenditure Statement

IDEAS-INFORMATION ON DISABILITY EDUCATION AND AWARENESS SERVICES LIMITED

For the year ended 30 June 2018

	2018	2017
Income		
Ebilty Advertising	28,123	13,489
Equipment Classifieds	-	1,443
Expo Site Income	-	36,255
Expo Sundry Income	-	400
Gift Account Interest	62	72
Google Ad Income	702	1,829
Interest - Grant Account	13,378	26,547
Grants - Other	3,192	56,719
Grants (Cwith) - Op - Recurrent	55,546	54,739
Grants (State) Op - Non-R	971,929	739,321
Grants (State) Op - Recurrent	1,222,594	1,153,611
Miscellaneous	570	456
Newsletter Advertising	464	1,080
Parenting Payment Reimbursements	-	12,107
Parts & Accessories Classified	-	90
Real Estate	-	240
Sales of Goods	-	210
Interest - Term Deposits	3,465	3,633
Training & Education Income	8,250	11,756
Vehicles Classifieds	-	8,512
Interest - Working Accounts	287	1,330
Total Income	2,298,561	2,123,839
Gross Surplus	2,298,561	2,123,839
Expenditure		
Accomodation & Meals	44,953	37,060
Accounting Fees	13,713	1,338
Advertising Planned Other	61,654	44,766
Amortisation - Ebilty Website	-	14,712
Annual Leave Expense	(16,827)	-
Assets Purchases <\$5,000	5,107	37,729
Audit Fees	8,801	6,750
Business Planning Costs	20,575	33,347
Business Telephone Lines	12,365	14,639
Car Hire	5,684	5,253
Cleaning	3,769	3,953
Client Support Consumables	37,110	30,156
Client Support Services	4,669	7,556
Computer Repairs & Maint	26,372	30,222

	2018	2017
Consultancy Fees	102,758	42,096
Credit Card Charges	362	291
DAB Development Projects	-	3,150
Directory Listing	20,889	21,802
Depreciation - Plant & Equip	5,201	7,092
Depreciation - Motor Vehicle	5,064	6,752
Emp't Support & S'vision Costs	1,974	591
Equipment Repairs & Maintenance	-	54
Event Accessibility	-	5,745
Event Activities Expenses	-	7,185
Event Audio/Video Expenses	-	2,852
Event Hospitality Expenses	1,470	1,827
Event Venue Expenses	364	27,488
Event Workshop Expenses	-	359
Fares	34,860	20,896
Fees & Permits	171	46
Fuel & Oil Motor Vehicle	7,523	5,132
Gift Account Fees	3	-
Grants Account Fees	31	13
Hardware Expenses	584	-
Health and Safety	90	2,585
Insurance - General	6,688	11,469
Insurance - Prof Indemnity	-	7,140
Insurance - Public Liability	-	10,266
Insurance - Volunteers	-	300
Insurance Motor Vehicle	2,098	2,325
Internet Connection Fees	2,366	950
Kilometres Reimbursed	4,284	4,846
Library & Newsletter Resources	-	294
Long Service Leave Expense	11,428	-
Marketing Allocation	-	532
Meeting Expenses	7,992	7,296
Membership Fees Paid	3,811	6,807
Mobile Telephones	6,593	8,942
Office Repairs & Maintenance	310	10,375
One-off Event Related Advert.	9,270	2,755
Other Employer Expenses	-	85
Other Equipment Hire	395	620
Other Motor Vehicle Expenses	-	363
Other Repairs & Maintenance	392	-
Pay Pal Charges	125	949
PayPal Fees	-	-
PayPal Charges	285	-
Photocopier Lease	26,011	18,698
Postage, Freight & Courier	15,553	20,287
Printing Costs	4,115	11,875
Promotions - Miscellaneous	18,381	70,015
Public Relations	21,375	8,728

	2018	2017
Publishing Allocation	500	-
R & M - Rental Properties	-	500
Rates & Taxes	-	42
Recruitment Expense	2,310	3,247
Registration Motor Vehicle	805	797
Rent	43,807	42,009
Rent - Rental Properties	-	345
Repairs & Maint. Motor Vehicle	22	-
Resources Produced	720	82
Salaries and Wages	1,298,542	1,189,947
SMS Account	652	618
Software Expenses	8,431	13,879
Staff Amenities	585	437
Stationery Other	4,033	4,102
Stationery Paper	3,841	4,646
Sundry Event Expenses	(3,533)	290
Sundry Expenses	5,259	2,086
Superannuation	121,602	110,205
Toll Free Telephone Line	1,695	1,769
Training & Development (Board Member)	198	-
Training & Development (Staff)	30,552	27,518
Utilities	10,597	8,374
Volunteer Costs	-	164
Website Hosting	2,444	5,447
Website Maintenance	70,745	30,890
Workers' Compensation	19,678	20,079
Working Account Fees	216	537
Total Expenditure	2,174,465	2,098,157
Current Year Surplus/ (Deficit)	124,095	25,682

sponsors



Our partnerships



Our sponsors and supporters



We gratefully acknowledge the funding received from the **NSW Department of Family and Community Services** and the **Commonwealth Department of Health, CHSP Program**.



Information on Disability Education & Awareness Services

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*Our vision is a world where people
with disability live full, independent
lives of their own choosing*

ISO 9001:2015 quality management systems certified