



**Lifestyle
Solutions**

Annual Report 2018





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Lifestyle Solutions acknowledges the Traditional Owners/Custodians of Country throughout Australia and their continuing connection to their land, islands, waterways and community.

We pay our respect to the First Nations people of Australia including their respective individual cultures, their Elders past, present and future.

Chairperson's Report

Over the past three years the board has had a particular focus on the professionalisation of the organisation and an ongoing commitment and attention to ensure a framework in which exceptional support and service delivery is our dominant culture.

In the 2017/18 financial year this has continued to be our focus and we have endeavoured to build on the challenges and opportunities of the past few years to ensure that the ultimate result, organisation-wide, is Better Service.

The board continues to be acutely aware that, as an organisation, we exist in a highly dynamic environment with often competing pressures from our stakeholders.

As such, it is important the board ensures it is constantly reviewing its own function and role to ensure Better Service is not just maintained but is always looking to improve.

In late 2017, the board undertook a thorough external review and we have been systematically working through ways to strengthen and improve the governance of the organisation.

We have also been very conscious of succession planning and ensuring we are both strengthening and augmenting the skills of the existing board members. We have undertaken a thorough recruitment process with a view to bringing on new board members later in 2018, as well as strengthening the board committees.

Mitch Griffiths stepped down from his role as board member earlier this year to focus on his growing business. The board would like to thank Mitch for his diligence and insight which were invaluable during his association with Lifestyle Solutions.

Andrew Hyland has built a highly capable and competent executive team and the board

continues to work closely with Andrew and his team as we uniformly seek to meet the objectives of our strategic plan and consistently deliver Better Service.

The board is appreciative of Andrew's leadership and thankful for the skills and expertise that he and his team bring to the organisation.

While most of our connection is with Andrew and the executive, the board is aware that we have amazing staff across the organisation.

Every time we have had an opportunity to meet the staff, something we are endeavouring to do on an increasing basis, we are overwhelmed with their passion, diligence and care.

We appreciate that working in a continuously changing environment with vulnerable people is always challenging but we would like to pay tribute to those in our organisation who bring our strategic planning to life through their deep care of our customers.

I know the board remains passionate about ensuring that the lives of our customers, their families, the relationships that sustain them, and the communities in which they live are valued and enhanced.

Lifestyle Solutions continues to be humbled to play a role in their stories.

I have felt privileged to be part of this organisation both as a board member and, more recently, as Chairperson, and I look forward to seeing the organisation go from strength to strength in the year ahead.

Stewart Perry
Chairperson



CEO's Report

Last year I made a commitment to work with all our stakeholders to build a future for our organisation that is vibrant, diverse and sustainable, and I am pleased to report we have made significant progress towards this.

I have previously acknowledged that past practices have not always reflected the high standards to which we aspire.

We have actively listened to our stakeholders and worked closely with our regulators, funders, staff, customers and our board to remediate our structures and practices and provide immediate improvement around the quality of our service.

We revisited our core purpose after deep reflection on who we are and what we stand for.

We are people who care with a deep commitment to providing everyone with equal respect and equal opportunity.

Built on delivering service that is reliable, flexible, responsive, caring, friendly and empathetic, we're creating a culture and philosophy that enthusiastically embraces all these qualities and delivers on our promise to our customers that we will provide Better Service or not at all.

This work laid the foundation for our new Strategic Plan which will shape our future for the next three to five years. The Strategic Plan remains true to our core purpose and addresses four key pillars required to deliver better service.

A great place to work — because we believe if our people are happy and engaged our customers will be too.

A service provider of choice — because we are committed to supporting customer and community outcomes through our service quality, range and fit for purpose.

A leader in the sector and the community — because we are committed to supporting customer and community outcomes through evidence-based practice design and reflection and contribution to the sector.

Business excellence — because we believe in the power of working smarter, using quality management systems to reduce risk, improve efficiency to deliver better service.

Our strategic priorities supporting each pillar are detailed in the Strategic Plan section of the Annual Report. We will monitor and report against this annually.

The past 18 months were focused on remediation, which provides the platform. We are now embarking on a true journey of transformation to build a sustainable community-led service organisation.

There is a flag on the top of the hill, one that holds a bright future for Lifestyle Solutions as an organisation with a bright future for our customers, our staff and the community.

In this newly regulated environment with increased demand, the community needs to be confident that they can count on reliable and trusted service providers. Lifestyle Solutions is one of these providers.

We appreciate the input and support from our customers, their families and the community. We exist because of you and we are grateful to be able to serve you.

Our new logo, the equals symbol, sends an aspirational message encouraging everyone to think about all people as equal.

So next time you meet someone whose life may seem different to yours, reflect and remember... everyone is equal.

I hope you enjoy this year's report.

Andrew Hyland
CEO

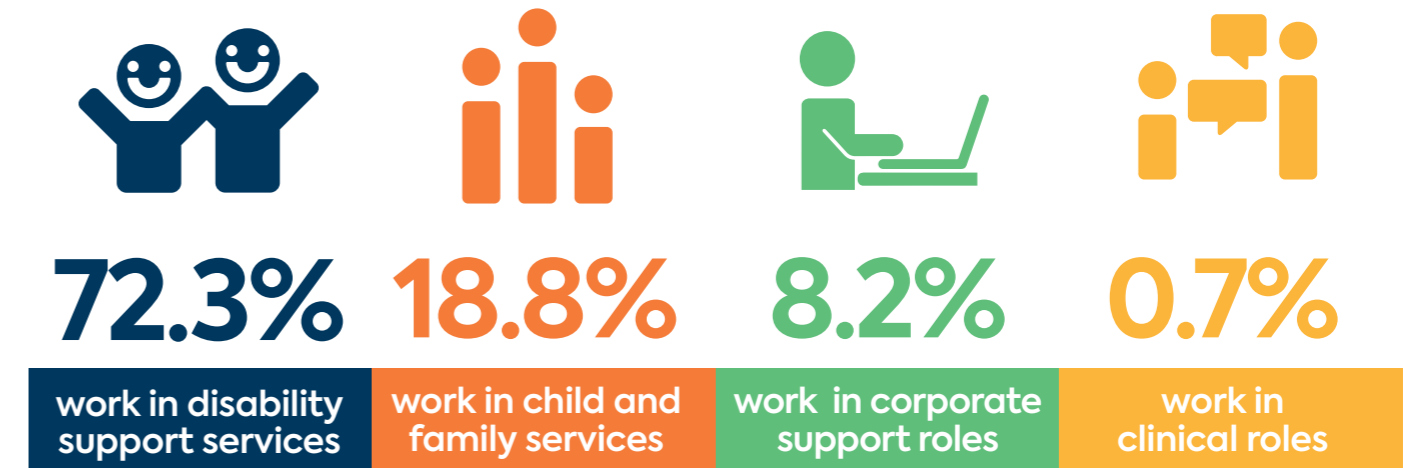


Our year in review

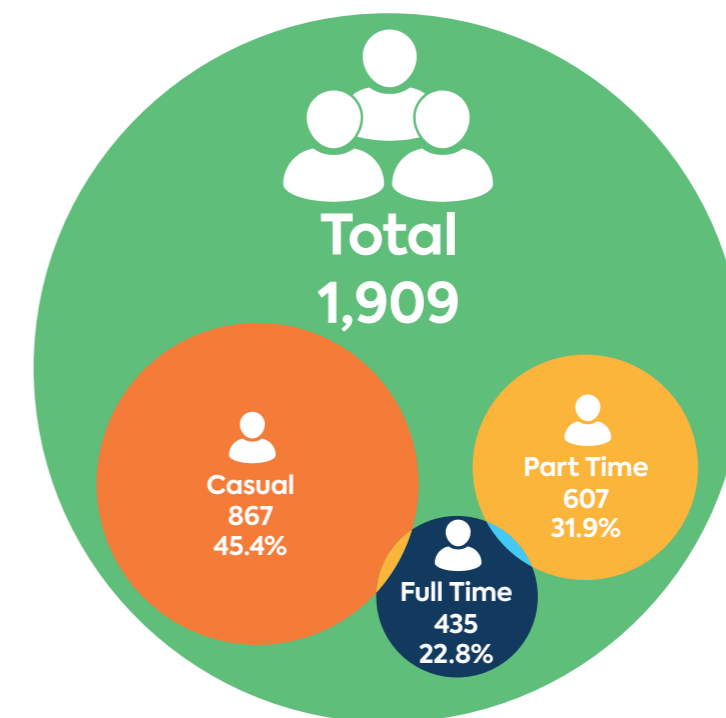
People we support, our customers

| National | Disability 1,804 | Child and Family Residential Care 116 | Foster Care 169 |
|----------|---------------------|------------------------------------------|--------------------|
| NSW > | Disability 1,245 | Child and Family Residential Care 51 | Foster Care 153 |
| VIC > | Disability 143 | | |
| QLD > | Disability 105 | Child and Family Residential Care 22 | |
| WA > | Disability 134 | Child and Family Residential Care 31 | Foster Care 16 |
| TAS > | Disability 70 | | |
| NT > | Disability 107 | Child and Family Residential Care 12 | |

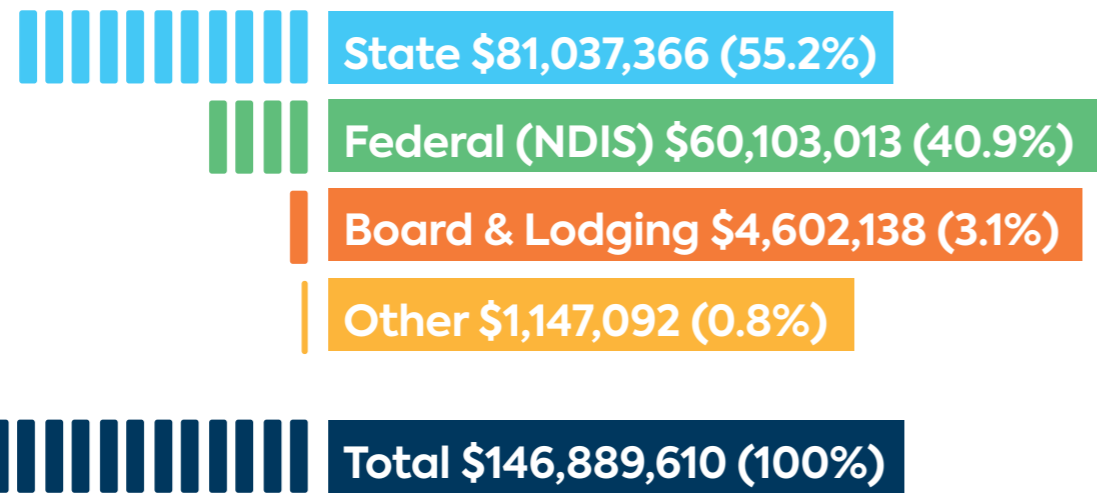
Our people



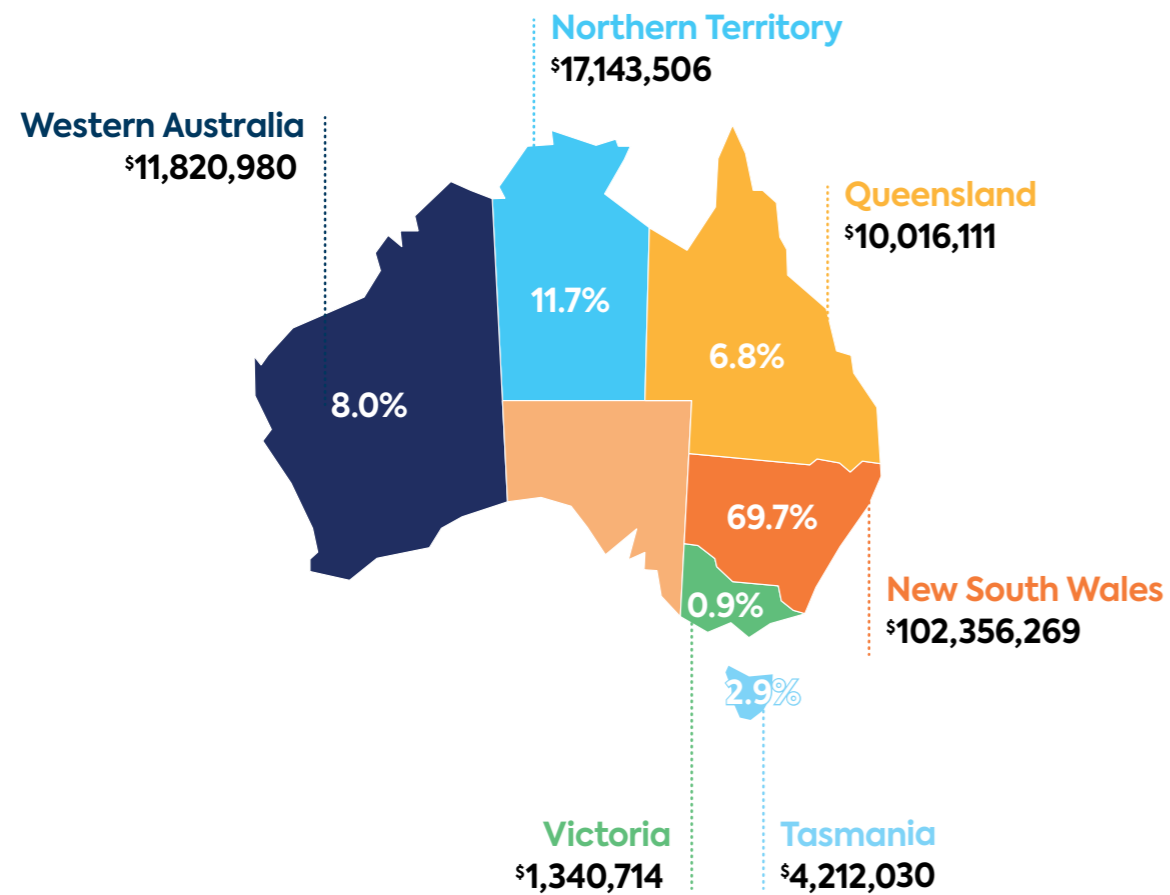
People we employ



Total revenue



Revenue by region



Customer Service Delivery – Regional Snapshot

It's been a hugely successful year for our Bindi Mwerre Anthurre Artists in Alice Springs.

New South Wales

It's been an exciting year for the people we support (our customers) and teams at our Community Hubs and service outlets. Here's some of our highlights.

Our Wallsend Community Hub has been generously supported by their local Bunnings Warehouse outlet during the year with materials and time donated for a wide range of creative pursuits. The support offered by Bunnings is critical in enabling our customers to build their confidence, skills and capabilities in everything from developing an art masterpiece to fixing something around the house.

Teams at our Port Stephens Community Hub also had a busy year engaging with local community groups who were encouraged to share their knowledge and expertise which in turn created some great memories. From wood turning classes to the glamour of the Winter Wonderland Ball, our customers have had fantastic opportunities to participate in interesting activities and make new friendships.

The teams at our Forster Community Hub have enjoyed giving back to their community with a number of people helping out with gardening at a nearby nursing home and volunteering at the local op-shop and Woolworths store. Others have assisted with a weekly courier run organised in conjunction with food rescue service, SecondBite, whilst others helped out with mailing services at the local Tourist Information Centre.

Our Child and Family teams have worked tirelessly to achieve great results for the children and young people we support, with great outcomes achieved for young people like David* aged 10.

With careful planning and collaboration, David settled in incredibly well with his foster family. With their close support and that of his Lifestyle Solutions Case Manager, he is attending school, has regular access to a psychologist, medical assistance and fortnightly home visits. He's made new friendships, is conscientiously working towards achieving his educational goals and is now a role model for other students.

David is becoming a confident, proud young person and steps are now being put in place to make his placement permanent — we couldn't be happier for everyone involved.

The passion, dedication and commitment of the team at Mattgrass, our purpose-built accommodation service at Woy Woy, is delivering wonderful outcomes. People have been helped to reconnect with their families and increased their engagement with staff and the local community. Others have improved their ability to manage their personal care and learned household tasks that have built their confidence and self-esteem.

Some people have developed tolerance to changes in their environment, shown more responsiveness, increased their mobility and, for others, there have been new friendships made.

There is a fantastic sense of belonging at Mattgrass. Our customers' families regularly attend dinners, lunches and events at the service and networking with local service providers and businesses has built rapport with the community.

* Not their real name.

Building our customers' confidence, skills and capabilities motivates us all.

Northern Territory

Neither dusty airstrips nor the wet season proved an obstacle for our teams in the Northern Territory who went above and beyond to help customers return to Country and reconnect with their families during the year.

That same determination has been realising wonderful outcomes for customers in all our Northern Territory services and we're inspired by their results.

The Darwin team is thrilled with the progress one of our customers, Shaka, has made since supporting him to take more responsibility for his health. He now has more energy, a more positive outlook and stronger sense of self which has helped him build connections with his family and develop social networking opportunities.

The implementation of new work measures including permanent staff rosters, the mobilisation of a new place for customers and the introduction of new and innovative programs has expanded opportunities for the Darwin Disability team to support our customers.

Their consistent work with Madakaniwuy (one of our customers) has seen her celebrate many triumphs during the year. Whilst she uses a wheelchair, her locomotor skills have improved which has helped her feel more independent. Her cognitive and social skills have also improved through participation in new programs and activities.

Working closely with Territory Families, our Child and Family team in Darwin has worked hard to achieve the best outcomes for the children and young people in our care.

Lifestyle Solutions Annual Report 2018

The team was incredibly pleased with the determination shown by three young people who've been in our care for two years. They have re-engaged in school, two have returned to their communities for visits and two have actively engaged in their leaving care planning, including obtaining their learner driver licence and applying for housing. They've also shown a commitment to supporting each other through personal challenges with guidance from a very dedicated team of Support Workers.

It's been a hugely successful year for our Bindi Mwerre Anthurre Artists in Alice Springs whose work has been exhibited and praised at major art exhibitions across Australia.

Artists, Adrian Jangala Robertson and Lance James, were finalists at the National Aboriginal and Torres Strait Islander Art Awards (NATSIAA) and Salon Des Refuse, respectively. Bindi Mwerre Anthurre Artists also exhibited at the Darwin Aboriginal Art Fair (DAAF) where a stunning range of lampshades, inspired by our artists' work, was launched to rave reviews.

Our Disability Employment Service, Bindi Enterprises, continues to provide meaningful opportunities for a growing number of people to improve their skills and independence.

Our Community Based Children's Care Service in Tennant Creek provides an Out Of Home Care placement option for young people under 12 years. The service gives children the opportunity to remain in their community, have frequent access to their families and have continuity of care across playgroups, school and medical services.

Image courtesy of Lisa Hatz Photography.

Customer Service Delivery – Regional Snapshot

Victoria

Our team in Victoria has worked closely with customers throughout the year to help them develop skills, confidence and connection with their families and community.

It's been particularly rewarding to see the relationship between one young man we support and his father heal and grow. With encouragement from his Support Worker, Greg* is now seeing his father for regular monthly visits.

The positives that have come from reconnecting with his father have been many. Greg's confidence has grown and his Support Worker has noticed a greater sense of self. Greg's also started undertaking tasks which he previously found challenging and he's really proud of himself for what he's been able to achieve. Facing mental health challenges to do with hoarding, Greg is making great progress in changing his behaviours and is now making a real effort to keep his home neat and tidy for his guests.

Independence is something we all strive for but for many people it's not an easy and straightforward path.

For two young women who have been living in hospital facilities for over eight years, the strong support from our team, Young People in Nursing Homes, Melbourne City Mission and the NDIA

has helped them transition out of the hospital environment and into their own home.

This is a wonderful achievement which demonstrates that tremendous results can be achieved when we all work together with a common goal. Lifestyle Solutions now provides support coordination for one of the women and we've been asked to take on 24 hour individual supports for both.

When Chris* joined us, he was very uncomfortable around people, finding it difficult to engage, create and maintain relationships due to his mental health. Patience, understanding and encouragement from his Support Worker saw real changes take place in a relatively short time. A shared interest in football created a great connection and they've established a good friendship in which Chris feels safe and happy.

Creating new experiences for our customers is one of the many things we love to do and for Julie*, whom we support in rural Victoria, that was organising for her to visit Melbourne. The team arranged the trip in consultation with Julie's family. It was a fabulous experience and she now has her sights set on visiting other locations around Victoria.

* Not their real name.

Patience, understanding and encouragement can see real changes happen in a relatively short time.



Tasmania

Our team in Tasmania is living our promise to deliver service that is reliable, responsive, flexible, caring, friendly and empathetic.

Always keen to introduce community, social and recreational supports which meet the broad range of interests of our customers, our Tasmania Support Centre in Hobart recently introduced photography classes into their program.

Held each Friday, the classes have generated a lot of interest, positive feedback and engagement.

Staff have really enjoyed transporting customers to interesting locations in and around town and providing whatever assistance people need to set up and take their photographs.

It's been great having the opportunity to help people pursue their creative interests and collaborate with others with similar hobbies.

Brett, one of our enthusiastic photography students, has been steadily developing his interest and skills over the past year and the team has really enjoyed seeing him evolve from being a passive participant into a budding photographer.

Limited verbal ability and paraplegia have not impacted Brett's determination to become an actively engaged member of the group and with the guidance of his Support Workers, he is developing his physical dexterity to help him handle the equipment more easily.

Brett's also enjoying being able to participate in the whole process — from sourcing locations and taking photographs to selecting the best shots and having them framed as a keepsake.

Our Accommodation Services in Tasmania have continued to provide personalised supports and services that are helping our customers to feel valued and important members of their community.

We love helping people pursue their creative interests and develop social networks.



Customer Service Delivery – Regional Snapshot

Western Australia

The regional geographic footprint across Western Australia can create challenges for any organisation especially when an organisation like ours spans across metropolitan Perth, the Pilbara region, East Kimberley, Merriden, Newman and Albany; but our fantastic teams in the west take it all in their stride providing exceptional care and support to our customers.

The stability of a dedicated and committed team has helped three inspiring gentlemen who call Chandala House in Ellenbrook home, build strong friendships and maintain their connection to their culture and local community. Significant and measurable outcomes and milestones have been reached, ranging from increased mobility to overall health improvements.

With support from the team in Perth, Eric* is enjoying his independence living alone and managing his own day-to-day tasks. Now self-employed providing a recycling pick-up service, he's actively involved in competitive ten pin bowling and very happy to have made the team for next year's interstate competition in Canberra.

We've also helped Claire* to live independently and enjoy an active and fulfilling life with regular support from our staff. It was great to be able to help Claire visit New Zealand and reconnect with family and friends after 30 years.

Thanks to the commitment and dedication of our amazing carers, we're able to offer wonderful opportunities to the children and young people we support so they can participate in a wide range of recreational and social activities.

Thanks to the passion and enthusiasm of one of our carers, three young children we support

“Thanks to the commitment of our staff we're able to offer wonderful opportunities to the children and young people we support.”

enjoyed a fantastic holiday in Queensland in January. Travelling from Karratha, life-long memories were created when they visited theme parks, Australia Zoo, Nambour, Brisbane, Mudgeeraba, Mooloolaba, Surfers Paradise. They also visited the Mackerel Islands in Western Australia.

Trips like this help form connections, develop social skills and confidence and reflect our commitment to helping everyone live a rich, productive and happy life.

The team has also worked closely with our specialist carers in Karratha who care for Tim*. A strong bond has formed between Tim and his carers which has contributed to significant progress and improvement during the school year. Tim is now very involved with the CLONTARF Academy which is attached to the school. CLONTARF provides mentorship, promotes engagement, attendance and healthy lifestyles for Aboriginal and Torres Strait Islander students. He's also attending community events and the team supports him to do some of his favourite activities such as swimming, crabbing, fishing, camping and going to the library. Tim has been attending the local Jiu-jitsu Club for the past two years and recently attained his third white stripe on his white belt.

Gloria, one of the extraordinarily talented people we support in the Pilbara, is an accomplished and respected artist and our staff have worked hard to ensure she is always empowered to engage, achieve and excel at her artistic goals. Gloria's renown as an artist was confirmed when she took out the \$20,000 Best Work by an Indigenous Artist award at the prestigious 2017 Hedland Art Awards.

* Not their real names.

Queensland

As the National Disability Insurance Scheme (NDIS) continues to rollout across Australia, we've seen strong growth in the number of people accessing our services in Queensland and we've provided appropriate training and resources to staff in regions where the Scheme is new.

Our focus is on ensuring a smooth transition to the NDIS for new and existing customers without disruption to their supports. Our very stable and dedicated workforce plays an important role in helping us deliver on this commitment.

Three of our team members recently celebrated 10 years with Lifestyle Solutions and their tremendous contribution and energy is widely respected and appreciated.

Our hardworking Disability and Child and Family teams have achieved tremendous outcomes for our customers, providing practical supports and encouragement to help them reach personal goals.

Our supported independent living homes have enabled people to live more independently by helping them learn daily living skills, develop decision making abilities and build friendships and engagement with housemates and the community.

We're very pleased that Michael* had such a positive experience moving into his new home. He's fitted in well and is enjoying the company of the other residents who've made him feel very welcome.

We actively support and promote healthy

“Our hardworking Disability and Child and Family teams have achieved tremendous outcomes for our customers.”

lifestyles and the team has provided tremendous support to Eric* to help him achieve better health outcomes. Since commencing a healthy eating program and starting regular exercise 18 months ago, Eric has lost 36kg which has resulted in significant improvements in his physical and mental health.

The team has worked closely with Vince* to help him learn how to budget and manage his money and everyone shared in his happiness when he reached his personal goal of saving for a holiday in far north Queensland.

We also helped Alan* enjoy a two-week holiday in Tamworth where he spent time with his mother who he'd not seen in 10 years. Support was also given to Steven* so he could enjoy a holiday on the Gold Coast.

Our short-term accommodation centre, Allawah House, continued to help people living with disability experience time away from home in a safe, engaging and supportive environment.

We've been well represented at expos and conferences across the state, received ongoing positive reviews for our Immediate Response service and recently introduced the First People's Disability Network NDIS Planning Tool Workshop.

We successfully tendered for a foster care contract in south-east Queensland and we're very excited to have this opportunity to support children and young people in need of a safe and caring home.

* Not their real names.



Better Service – Practice, Quality and Safeguards



Practice Assurance and Quality (PAQ) is a newly established portfolio created to promote quality, safeguarding and practice excellence across our services and teams nationally. An independent resource to customer service, PAQ combines new and existing specialist services to support and assure our strategic and customer commitments.

PAQ services include:

Clinical Services

- Behaviour support services
- OT and speech services
- Clinical nurse consultancy

Operational Support Services

- Intake and rostering services
- After Hours services
- Restrictive Practice panel

Quality, Risk and Compliance

- Complaints management
- Investigations

- Internal and external practice compliance (internal audits and external accreditation)

Policy and Practice

- Policy architecture
- Practice specialists
- Practice improvement

Many of these services are available to market upon request.

We have established a national clinical team to provide clinical governance and services across Lifestyle Solutions. The roll out of the NDIS and the subsequent Safeguarding commission has resulted in a need to redefine our approach to clinical and allied health services. Additionally, demands for clinical speciality for programs, has resulted in a restructure and repurposing on the existing team with the addition of other specialist roles. A review of clinical models and the overarching clinical framework have been a further focus of this team.

The After Hours Support service has been an essential and enduring resource to our teams for several years. Boasting a highly skilled and

consistent team, with expertise in crisis and trauma management, the team has been well utilised nationally, taking over 35,000 calls last year. The expertise and experience of the After Hours Support team sees them readying to extend their offering more broadly to the market.

With extensive knowledge on all aspects of the NDIS, the centralised intake team has been the first point of contact for people seeking information about our services and supports. The team handled over 1900 enquiries last year.

Our Rostering pilot has been operational for just over 12 months producing solid outcomes. The team has focused on establishing master rosters and assisting staff to allocate shifts in several pilot locations. This approach will be national, with the team refocusing their efforts on assurance and coaching of teams.

The Quality, Risk & Compliance Team has managed the successful recertification (as due) of our services in six States, including ISO compliance. The team also undertake internal audits against relevant standards, and support our commitment to continuous improvement. A dedicated feedback and complaints manager has been appointed, along with the establishment

of a centralised phone number and email. The investigations team coordinates, manages and investigates reportable incidents and complaints in line with each State and Territory statutory requirement to ensure legislative compliance. They have been a central point for ensuring reportable incidents compliance under the new Safeguarding Commission.

The Policy and Practice team have established a new policy framework and policy governance process. Considerable work is being undertaken in this area that will see policies reduced by 80%. A collaboration between Policy and Practice and Quality, Risk & Compliance will produce a new Quality and Safeguarding framework for Lifestyle Solutions that takes into account our quality management system and clinical governance framework. The Practice Improvement Team has written and commenced implementing Lifestyle Solutions Group Reflection and Support model. This model extends on our individual reflection and support model and includes an ethical decision making model. The team is also working with the Centre of Disability Study to train a team of Active Support trainers. Both models are key frameworks to support our practice.

Celebrating and Supporting Diversity

At Lifestyle Solutions we're striving to create an inclusive workplace where everyone feels valued and respected for their differences.

Recognising cultural, social, religious and community events during the year is just one of the ways we show our respect for the beliefs and values of our staff.

We initiated Aboriginal and Torres Strait Islander Cross Cultural Awareness Training this year in all states and territories and formally engaged with 15 community based organisations who support a broad

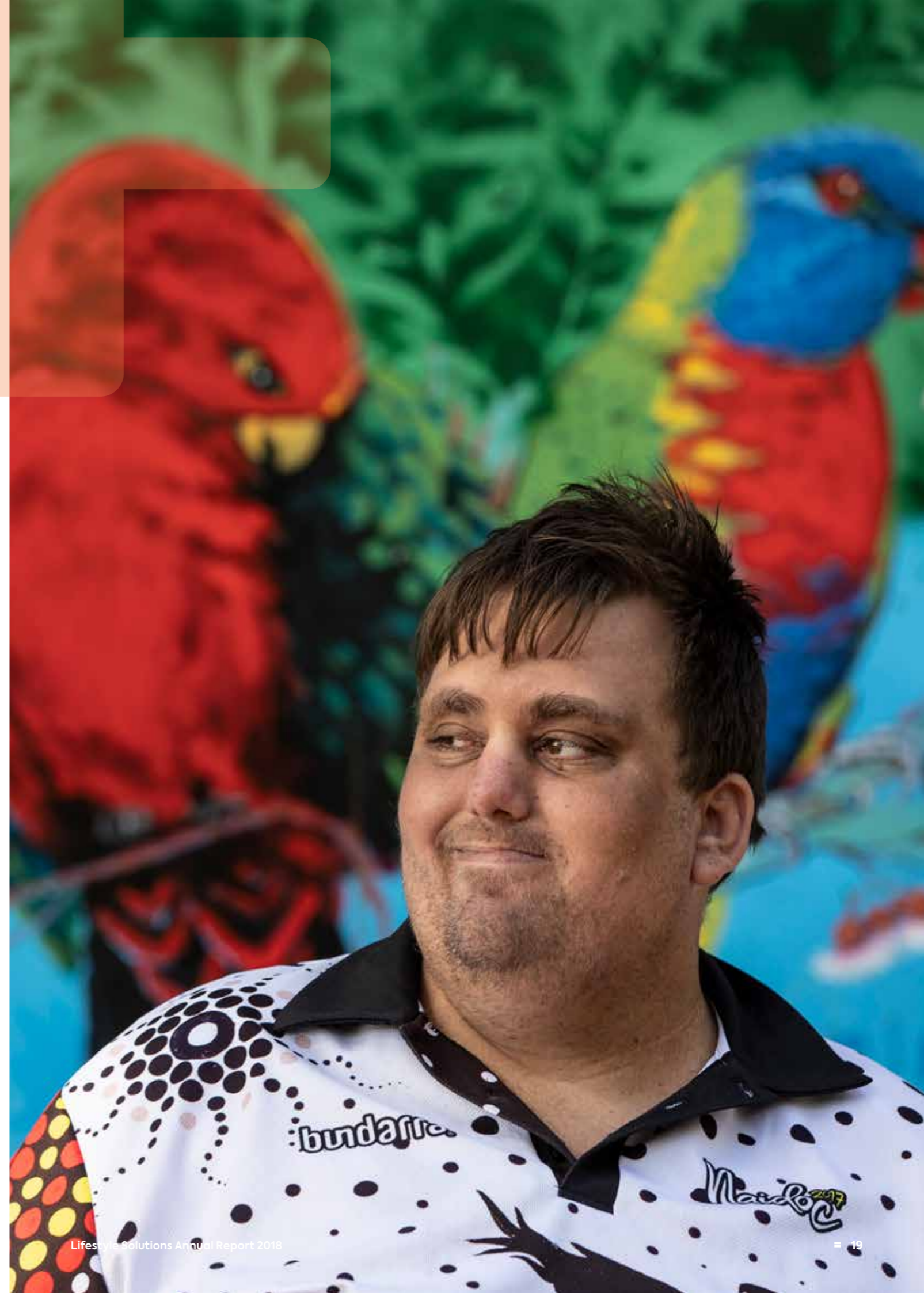
cross-section of people and interests.

We're committed to supporting people who identify within the LGBTQI+ community, women in leadership roles and building gender parity in the workforce.

We're also creating recruitment opportunities for people with disability and building stronger connections with people from Culturally and Linguistically Diverse (CALD) backgrounds.

Work on our *Innovate Reconciliation Action Plan (RAP) 2018-2020* is nearing completion and we look forward to launching it in the new financial year.

Everyone is unique and we recognise individual differences — race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs or other ideologies.





Strategic Plan › Our Journey to Better Service



We are deeply committed to providing equal opportunity and equal respect.

We do this by providing our customers, their families and communities with access to quality services and dedicated people who make a real difference in their lives.

Our Why



A Great Place to Work

- = We believe if our people are happy and engaged our customers will be too



Leader in the Sector and Community

- = We are committed to supporting customer and community outcomes through evidence-based practice design and reflection and contribution to the sector



Service Provider of Choice

- = We are committed to supporting customer and community outcomes through our service quality, range and fit for purpose



Business Excellence

- = We believe in the power of working smarter, using quality management systems to reduce risk, improve efficiency to deliver Better Service

Strategic Priorities

- = Attract, retain and develop capable diverse people who live our values
- = Provide predictable, flexible, reliable and equitable employment and benefits to our people
- = Provide an environment that promotes the wellbeing and safety of our people
- = Supporting our teams to generate positive outcomes and impacts for all our stakeholders

- = Provide services that promote the wellbeing and safety of our customers
- = Provide an environment that supports our customers to live a lifestyle to which they aspire
- = Contribute to the voice of people with a disability and children in Out Of Home Care through evidence-based practice design and reflection
- = Collaborate with our stakeholders to drive equal opportunities and outcomes for shared customers

- = To keep our promise of delivering better service to all our customers all the time
- = To develop new services that meet the holistic needs of people living with disability and children in Out Of Home Care and their families
- = To offer the scale and efficiency benefits of our national infrastructure as a service to other service providers
- = Our brand reputation positively reflects our contribution to the community

- = To embed a culture that embraces quality, safeguarding and risk management
- = Growing our business in a sustainable way to reach more people to do more for our communities
- = Ensure we are financially sustainable and operationally efficient
- = Invest in the right technology to support our entire network to deliver innovative services at the lowest possible cost

Our Impact

- = Building reliable, quality and skilled workforce capacity in the sector
- = People living with disability live a lifestyle to which they aspire in a safe environment
- = Children and young people in Out Of Home Care have a sense of belonging in a safe and nurturing environment
- = The community provides all vulnerable people with equal respect and equal opportunity
- = Innovation to improve the lives of vulnerable people in the community at an affordable price



We promise reliable, responsive, flexible, friendly, empathetic and caring service

Our Supporters

We would like to acknowledge the support of our funding bodies who make it possible for us to undertake the important work we do supporting people with disability and children and young people in Out Of Home Care.

As the St George Illawarra Dragons' Charity Icon Partner, we would like to acknowledge their generous support for our organisation during the year.

Federal

- = Department of Social Services
- = National Disability Insurance Agency
- = Department of Health

New South Wales

- = Department of Family & Community Services:
 - = Community Services
 - = Ageing, Disability and Home Care
- = iCare

Queensland

- = Department of Communities, Child Safety and Disability Services

Northern Territory

- = Territory Families
- = Department of Health

Tasmania

- = Department of Health & Human Services

Victoria

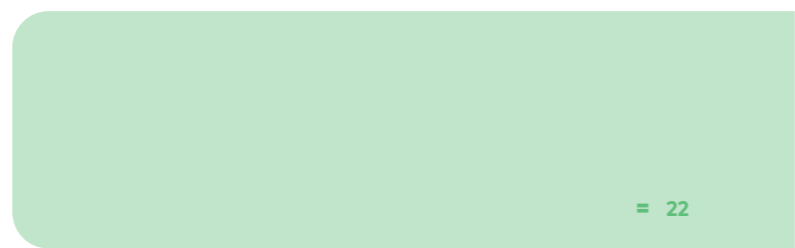
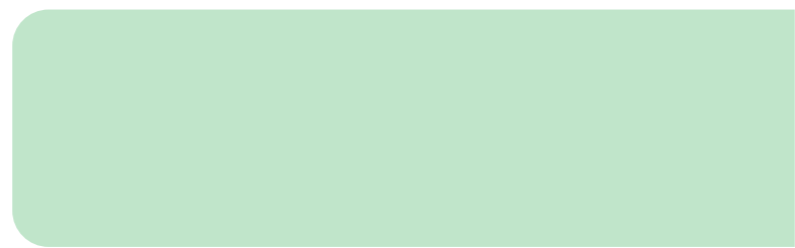
- = Department of Health & Human Services
- = Transport Accident Commission

Western Australia

- = Department of Communities

We greatly appreciate the support provided by the following organisations. Their assistance will help us continue to provide innovative programs and services to our customers.

- = Tasmanian Community Fund
- = Bankwest Easy Grant
- = Fortescue Metals Community Fund
- = Indigenous Advancement Strategy — NAIDOC Week Grants
- = TasCOSS NDIS Providers Development Fund
- = Aurizon Community Giving Fund



Thanks to Aurizon's Community Giving Fund, Lifestyle Solutions was delighted to partner with Open Doors Youth Service to host the official launch of "Creative Therapies Week". The event was held during Queensland Mental Health Week and focused on supporting and improving mental health for LGBTQI+ young people and their communities.



Executive Leadership Team



Andrew Hyland
Chief Executive Officer



Andrew has a diverse background with over 25 years' experience with a change and transformation focus. His industry experience includes financial services, construction, transport, media, telecommunications, utilities, healthcare and human and social services.

As CEO of one of Australia's largest national disability and Out Of Home Care providers supporting around 2000 adults and children with 2000 staff, Andrew has led the redesign of Lifestyle Solutions with the purpose of "providing people with equal opportunity and equal respect".

Professional Achievements

- = Chartered Management Accountant – Fellow (Chartered Institute of Management Accounting, London)
- = Diploma in Project Management (UTS Sydney)
- = Member, Australian Institute of Project Management

Our goal is firmly set on creating the industry standard for innovative, responsive and relevant care which recognises not only the unique needs of the people we support, but also their very real contribution to our community.



Leanne Perry
Executive Leader – Finance, Risk and Governance
Company Secretary



Leanne brings extensive experience in finance, governance strategy and customer relations to her role. Leanne has more than 20 years' experience in many different industries covering all aspects of back office functions, commercial contracts and general management.

Key Responsibilities

- = Accountability for the financial stewardship and corporate governance of Lifestyle Solutions
- = Financial, resource and asset management
- = Risk management and business development
- = Governance and support to board of directors
- = Analytics and management decision making
- = Funding and financial stewardship of organisational strategy
- = Staff capability and engagement

Professional Achievements

- = 2017 Certificate in Governance Practice (Governance Institute of Australia)
- = 2002 CPA Program (Australian Society of Certified Practising Accountants)
- = 1998 Bachelor of Business (Accounting), Charles Sturt University

It's a privilege to work closely with the board, Executive Leadership Team and wider organisation to further strengthen our internal systems as well as our governance policies and processes.



John Carlisle
Executive Leader – People & Culture



John has extensive experience in human resource management and business consulting across a broad range of industries and sectors. John has a strong background in the Human Services sector in talent management, organisational design, and staff engagement.

Key Responsibilities

- = Talent attraction and management
- = Learning and development
- = Diversity
- = Employee engagement
- = Organisational development
- = Employee Relations
- = Remuneration and Benefits
- = People and Culture policy, systems and compliance
- = Workplace Health and Safety

Professional Achievements

- = 2015 PhD: High Performance and Innovation
- = 1995 BA Economics
- = 1998 Honours degree – Industrial Relations
- = Significant expertise leading organisational change in large overseas and Australian companies, including large-scale organisational restructuring and work redesign

Lifestyle Solutions has one of those rare opportunities to create the sort of workplace that we all hope for, yet so rarely experience. I think we are on the verge of doing something special and genuine, and I want to be part of that.



Servena McIntyre
Executive General Manager, Practice Assurance & Quality



An accomplished executive, manager, researcher and practitioner with over 25 years' experience in the community services sector, Servena has a social justice heart, a commitment to shared leadership and a passion for innovation.

Key Responsibilities

- = Practice excellence and governance
- = Operational support services including Intake, Rostering and After-hours Support
- = Quality management services including incidents, complaints and investigations
- = Clinical services
- = Thought leadership
- = Stakeholder relationships

Professional Achievements

- = Bachelor of Child and Community – Western Sydney University (current)
- = Coursework: Bachelor Social Sciences (Welfare) and Social Work, Charles Sturt University
- = Co-founder of Jaanimili (featured in the Closing the Gap report, ACWA Innovation Award winner)
- = Cert IV Youth Work & Cert III Community Services, TAFE
- = Cert IV, Counselling Skills, Institute of Family Practice
- = Advanced Diploma, Community Sector Management, Mental Health Coordination Council

I'm excited to be leading a portfolio that promotes practice and clinical excellence and contributes to a culture of continuous improvement and innovation.



Jonathan Marin
Executive General
Manager -
Customer Service
Delivery



Jonathan has extensive experience in customer facing roles, service design and customer experience in the aged care and community services sectors, including disability enterprise services. Jonathan has worked in the telecommunications, retail, banking, steel manufacturing and education sectors. He has extensive knowledge of the community services sector and a strong commitment to social justice.

Key Responsibilities

- = Service delivery
- = Customer satisfaction
- = Customer experience and engagement
- = Customer safety
- = Services P&L
- = Community relationships
- = Regulatory relationships
- = Business development

Professional Achievements

- = Master's Degree, Marketing/Media Management, Deakin University (ongoing)
- = ADKAR® Certified Change Management
- = Master Practitioner in Neuro-Linguistic Programming

I'm looking forward to expanding my thinking on customer experience and service design to help better the lives of our children and people living with disabilities among our communities. Everyone deserves a good life, and I'm excited at the prospect of designing services and experiences that lead people to achieve what they have set out to.

Board of Directors



Stewart Perry
Chairperson



Stewart has an extensive background working in management, finance and administration as well as a longstanding involvement with disability and community services organisations. In his role as a church leader, Stewart is passionate about building relationships and connections within the community.

“In this last financial year we have continued to demonstrate our commitment to ensuring a culture of exceptional support and service delivery. Through systematic reviews of our frameworks, processes and operations, we have come into another year better prepared to face the challenges brought about by the dynamic environment in which we operate.

The Board have been fortunate to meet more of our amazing staff over the last 12 months, and have seen the passion, diligence and deep care with which they work. We know the challenges of working in a continuously changing environment and appreciate our staff for their commitment to bringing to life our strategic plan and pursuing better service.



Julie Connolly
Vice Chairperson



Julie combines more than 20 years' involvement in all aspects of public and private sector education with senior executive experience in business. Julie is motivated by her strong belief in the power of education to redress disadvantage, develop every individual's unique talent and contribute to a better society.

“I have a keen interest in the board clearly understanding what Better Service means for our customers; and listening carefully to our staff to understand what Better Service means within the organisation as well.

Over the last 12 months the board has heard directly from many of our staff and customers as we build and deliver our Better Service promise.

Over the next 12 months as we continue to transition customers to the NDIS and meet new customers, the board will be focussed on ensuring we continue to recognise the individual needs and aspirations of our customers as a cornerstone of Better Service and do our best to deliver our services to support these needs and aspirations in a safe, flexible and empathetic way.

During the 2017/18 Financial Year Sue Findlay left the organisation. We would like to thank Sue for her valued contribution to our organisation.



Andrew Knight
Non-Executive
Director



Andrew is an experienced lawyer specialising in trusts, wills, superannuation and estate planning. He specialises in drafting wills containing protective trusts and special disability trusts for disabled beneficiaries.

It has been another great year at Lifestyle Solutions.

The organisation has benefited from the complementary relationship between the board and Andrew Hyland as CEO.

Personally, I have enjoyed visiting and interacting with our customers. Our recent trip to Alice Springs and to Lifestyle Solutions' group homes was fantastic.

We have great staff and managers and I look forward to working with them over the next year and beyond.



**(Marjorie)
Joyce Bowden**
OAM MAICD
Non-Executive
Director



Joyce has a 50-year history of leadership and innovation in planning, establishing and managing both public sector and not-for-profit health and community services in the Northern Territory, especially in Central Australia.

She maintains a particular interest in ensuring that children and vulnerable people — especially those with cognitive impairment or mental health issues — have 'stronger voices and greater choices'; empowering them to enjoy a valued role in the community and choose the lifestyle that matches their aspirations.

The past year has been one of reflection and introspection and re-building a solid foundation for an exciting future in a rapidly changing society. It's pleasing to see the concerted efforts of CEO, Andrew Hyland, and his team coming together as a cohesive whole to implement the strategic directions we have chosen.

It is very important to me that our focus remains firmly on ensuring that we hold fast to our vision of continually striving to improve access and support for our customers, promoting equality and independence and enabling them, along with other Australians, to experience rich, productive and happy lives.

The collective creativity and commitment of Andrew, the leadership team, managers and staff, which enhances our capacity to work with our customers to achieve this vision whilst balancing the need for organisational sustainability, continues to inspire.



**Karen
Woodford**
Non-Executive
Director



Karen has 30 years experience in public education. Early in her career as an infants and primary school teacher, she worked with families and young children ensuring all children in her care received the best possible start to their schooling.

After a short career as a solicitor in private practice she returned to the New South Wales Department of Education to work as an investigator in child protection where from 2003 until July 2016 she managed and led a team of child protection investigators. Karen has extensive experience working in this politically sensitive environment.

The focus of our board is on the continued improvement and sustainability of Lifestyle Solutions.

As a director, I'm committed to the development of our Better Service program, the heart of which is ensuring our customers and staff feel safe and happy and are afforded equal opportunity and equal respect.

Working with the enthusiastic and professional members of the Executive Leadership Team this year has been tremendous and I look forward to leading the board's Quality and Safeguarding Committee as we work towards providing Better Service to all.

It was a privilege to meet staff at our Alice Springs services during the year and to have the opportunity to thank them for their hard work and commitment. It was also a joy to meet the supported workers and artists at Bindi Enterprises whose focus and creativity continues to inspire.



Ian Roberts
Non-Executive
Director
Retired from the
board 31 August 2017



Ian has over 25 years of experience in the FMCG sector in Australia, New Zealand and Europe. He brings experience across business operations, governance, project management, organisational design, leadership and culture.

He has a strong focus on improving business performance and is driven by the customer satisfaction and the engagement and productivity of his teams.

Ian's association with Lifestyle Solutions was motivated by this interest in making a positive impact beyond the corporate arena.

We would like to thank Ian most sincerely for his valued contribution to Lifestyle Solutions.



Mitchell Griffiths
Non-Executive Director

Retired from the board 4 May 2017



Mitch specialises in developing strategy for financially distressed companies and individuals across a range of industries including mining services, manufacturing, construction and retail. Mitch focuses on providing a comprehensive analysis of the situation whilst still remaining empathetic to his clients.

We would like to thank Mitch most sincerely for his valued contribution to Lifestyle Solutions.



Risk Management

The board and the Audit, Risk & Compliance subcommittee of the board have reviewed the risk management framework during the year and are satisfied that it is sound. This year's review saw Lifestyle Solutions take an opportunity to refresh its policy, appetite statement and enterprise risk management framework.



Concise Annual Report

30 June 2018

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This concise report has been derived from the full financial report for the year ended 30 June 2018. The full financial report and auditor's report will be sent to members on request, free of charge. Please telephone Lifestyle Solutions (Aust) Ltd National Office during business hours on (02) 4014 7800 and a copy will be forwarded to you.

The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial positions and financing and investing activities of Lifestyle Solutions (Aust) Ltd as the full financial report.

Directors' Report

Stewart Perry

✔ Qualifications and memberships

- = Bachelor of Commerce
- = Bachelor of Theology
- = CPA Program
- = CPA Australia, Member

+ Experience

Finance and administration management in commercial and not-for-profit sectors.

Organisational growth and restructure.

Team leadership.

Budgeting and internal audit in the not-for-profit sector.

Membership of boards, organisations and community involvement.

Commissioner – Finance and Diocesan Services Commission (Anglican Church Southern QLD).

Commissioner – Anglican Schools Commission (Anglican Church Southern QLD).

Director – All Saints Anglican School Merrimac.

Committee Member – Bond University Ethics Committee.

10.5 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Chairperson, Non-Executive Board Member.

Julie Connolly

✔ Qualifications and memberships

- = BEc (Business, Corporate Law)
- = MComm, (International Finance, Marketing)
- = GAICD
- = FINSIA, Senior Associate
- = AIRA, Member

+ Experience

Extensive experience as a director, senior executive and advisor in stakeholder communications strategy and management, in both corporate and agency roles.

3.5 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Vice Chairperson, Non-Executive Board Member, Committee Chairperson Audit and Risk Committee.

(Marjorie) Joyce Bowden OAM MAICD

✔ Qualifications and memberships

- = Bachelor of Health Administration
- = Postgraduate Diploma in Executive Management
- = Professional nursing qualifications (Registered Nurse, Midwife, Infant Welfare)
- = Diploma Applied Science (Nursing Education)
- = College of Nursing Australia, Fellow (retired)

★ Awards

1998 Order of Australia Medal for Community Services within the Northern Territory.

1998 Telstra Northern Territory Business Woman of the Year Award – Corporate and Government Sector.

+ Experience

Extensive local knowledge of Central Australia and more than 30 years' experience establishing and managing public sector health services in the Northern Territory through roles including Director of Nursing, Director Nursing Education, General Manager Community Health and Education Services, CEO of Alice Springs Hospital, project specialist for the Northern Territory Health Policy and Planning Unit.

Pivotal pioneering role in establishing both government and non-government health and community services in Central Australia, including services for aged care, disability, mental health, alcohol and other drugs, community and population health, communicable diseases, renal dialysis, under and postgraduate medical and nursing education.

Board Member and Chairperson of Bindi Inc. from 1980 until 2013 following its merger with Lifestyle Solutions in 2012.

6 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Non-Executive Board Member, Committee Chairperson Governance, Nomination and Remuneration Committee, Member of the Corporate Governance Committee.

Andrew Knight

✔ Qualifications and memberships

- = Diploma in Law

+ Experience

Experienced lawyer specialising in commercial law, trusts, wills, superannuation and estate planning.

3.5 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Non-Executive Board Member, Member of the Audit and Risk Committee, Member of the Governance, Nomination and Remuneration Committee.

Karen Woodford

✔ Qualifications and memberships

- = Bachelor of Arts
- = Diploma of Education
- = Diploma of Law
- = Graduate Diploma of Legal Practice
- = Certificate of Corporate Investigations
- = GAICD

+ Experience

Karen has 30 years' experience in public education. Early in her career as an infants and primary school teacher Karen worked with families and young children ensuring all the children in her care received the best possible start to their schooling.

After a short career as a solicitor in private practice Karen returned to the NSW Department of Education to work as a child protection investigator where, from 2003 until 2016, she managed and led a team of child protection investigators. Karen has extensive experience working

in this politically sensitive environment.

1.5 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Non-Executive Board Member, Committee Chairperson Clinical Governance Committee, Member of the Governance, Nomination and Remuneration Committee.

Ian Roberts

Retired 31 August 2017

✔ Qualifications and memberships

- = Bachelor of Applied Science (Chemistry)
- = Bachelor of Business (Marketing)
- = Diploma in Brewing
- = Masters in Business Technology
- = Company Directors Course

+ Experience

Extensive FMCG experience across business operations, governance, project management, organisation design, leadership and organisational culture in Australia and New Zealand and Europe since 1998.

3 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Non-Executive Board Member, Vice Chairperson until resignation.

Mitchell Griffiths

Retired 4 May 2018

✔ Qualifications and memberships

- = Bachelor of Commerce (Accounting)
- = Diploma of Advanced Insolvency Law
- = Graduate Certificate in Forensic Accounting
- = Diploma of Advanced Insolvency Law
- = Registered Liquidator
- = Bankruptcy Trustee
- = Chartered Accountants Australia and New Zealand, Member
- = Australian Restructuring Insolvency and Turnaround Association, Member

+ Experience

Mitchell is a Chartered Accountant, Liquidator and Bankruptcy Trustee. Mitchell specialises in developing strategy for financially distressed companies and individuals across a range of industries including mining services, manufacturing, construction and retail. Whilst focused on providing a comprehensive analysis of the individual situations, Mitchell remains empathetic to his clients.

1.5 years' experience with Lifestyle Solutions.

★ Special Responsibilities

Non-Executive Board Member, Member of the Audit and Risk Committee, Member of the Clinical Governance Committee.

Principal activities

The principal activity of Lifestyle Solutions (Aust) Ltd during the financial year were the provision of accommodation and care services for people with disability and supported care services for young people.

No significant changes in the nature of the entity's activity occurred during the financial year.

Short term objectives

The Company's short-term objectives are:

- To be flexible, engaged and adaptive to key sector transformations and reforms;
- To provide quality services to the people we support;
- To ensure the highest level of safeguards and protections are in place for the people we support;
- To support, nurture and develop our staff;
- To achieve financially efficient and sustainable results;
- Best practice approach to governance, practice, management reporting and risk;
- To deliver an innovative and integrated IT platform across the national footprint.

Long term objectives

The Company's long-term objectives are encapsulated in the four strategic pillars:

- To be a provider of choice to people and organisations within the disability and Out Of Home Care sector;
- To be a leader in the sector and community in regard to disability and Out Of Home Care;
- To be a values driven organisation that is recognised as a great place to work;
- To be known as delivering business excellence across our entire service delivery portfolio.

How principal activities assisted in achieving the objectives

The principal activities assisted the Company in achieving its objectives by:

- Creating solutions for people who require support;
- Commitment to person centred approaches;
- Delivering high quality innovative services and programs.

Performance measures

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

- Monthly review of actual income and expenses compared to budget at both program and organisational levels;
- Internal audits and completion of any resulting corrective actions;
- Review of unresolved complaints;
- Review of instances of unmet contracted service delivery requirements.

Events after the reporting date

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

Indemnification and insurance of officers and auditors

During the financial year, the Company paid a premium in respect of a contract insuring the directors of the company (as named above) and officers of the Company against liability incurred as such a director or officer to the extent permitted by the Australian Charities and Not-For-Profits Commission Act. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium.

The Company has not otherwise, during or since the end of the financial year, except to the extent permitted by law, indemnified or agreed to indemnify an officer or auditor of the Company or of any related body corporate against a liability incurred as such an officer or auditor.

Auditor's independence declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and can be found on page 9 of the concise Financial Report.

Signed in accordance with a resolution of the Board of Directors:

Director: 

Director: 

16 November 2018



The Board of Directors
Lifestyle Solutions (Aust) Ltd
33 Fern Street
Islington NSW 2296

16 November 2018

Dear Board Members

Re: Lifestyle Solutions (Aust) Ltd

In accordance with *Subdivision 60-C of the Australian Charities and Not-for-profits Commission Act 2012 (Cth)*, I am pleased to provide the following declaration of independence to the directors of Lifestyle Solutions (Aust) Ltd.

As the lead audit partner for the audit of the financial statements of Lifestyle Solutions (Aust) Ltd for the financial year ended 30 June 2018, I declare to the best of my knowledge and belief, there have been no contraventions of:

- i. the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii. any applicable code of professional conduct in relation to the audit.



DELOITTE TOUCHE TOHMATSU



Gaile Timperley
Partner
Deloitte Touche Tohmatsu

Discussion and Analysis For the year ended 30 June 2018

Information on Lifestyle Solutions (Aust) Ltd Concise Financial Report

The concise financial report is an extract from the full financial report for the year ended 30 June 2018. The financial statements and disclosures in the concise financial report have been derived from the 2018 Financial Statements of Lifestyle Solutions (Aust) Ltd. A copy of the full financial statement and auditor's report will be sent to any member, free of charge, upon request.

The discussion and analysis is provided to assist members in understanding the concise financial report. The discussion and analysis is based on the Lifestyle Solutions (Aust) Ltd financial statements and the information contained in the concise financial report has been derived from the full 2018 Financial Report of Lifestyle Solutions (Aust) Ltd.

Income Statement

The company has made a surplus in the 2018 financial year of \$906,872. This is a decrease of \$169,388 from the updated 2017 surplus of \$1,076,260.

The following factors contribute to the result for the 2018 financial year:

- Revenue from services has increased by 8% as a result of:
 - The continued expansion of service provision in New South Wales, Victoria, Queensland, Northern Territory and Western Australia
 - Increase in revenue from provision of NDIS (Federal) income by \$27.0 million from 2017
- Employee benefits increased by 3.3% to \$100.8 million as a result of expansion of services provided during the year, reflected by the increase in revenue.

Balance Sheet

Assets

Total assets decreased by \$4.6 million to \$55.7 million representing a decrease of 7.7%. This decrease was mainly attributable to the following:

- a) Cash at bank decreased by \$11.2 million due primarily to accrued revenue which remains unpaid at 30 June 2018. The unpaid claims are being actively pursued by management.
- b) Property, Plant and Equipment increased by \$394,146 after depreciation. This was due to new acquisitions and investments throughout the year including furniture, computer equipment and motor vehicles, as well as the fair value of land and buildings.
- c) A decrease in trade receivables of \$90,091.
- d) An increase in accrued income of \$5.6 million, largely accruals for NDIS funding in NSW.

Liabilities

Total Liabilities decreased by \$6.0 million. This decrease was mainly attributable to the following:

- a) A decrease in other payables of \$2.8 million due to decrease in acquittal balance held
- b) An increase in employee provisions of \$1.4 million;
- c) A decrease in deferred income of \$5.3 million from 2017 due to decrease in acquittal balance held;
- d) Decrease in trade and sundry payables and accrued expenses of \$3.1 million.

Equity

The equity of the company increased by \$1,321,078 as a result of the trading surplus achieved during the year, and an increase in reserves.

Cash Flow Statement

Cash has decreased by \$11.2 million due primarily to accrued revenue which remains unpaid at 30 June 2018. The unpaid claims are being actively pursued by management.

Statement of Profit or Loss and other Comprehensive Income

For the year ended 30 June 2018

| | Note | 2018 | 2017 Restated \$ |
|------------------------------------------------------------|------|----------------|------------------------|
| Revenue | 2 | 146,889,610 | 135,994,403 |
| Employee benefits expense | | (100,505,316) | (96,990,012) |
| Agency staffing | | (11,679,064) | (6,644,610) |
| Depreciation and amortisation expense | | (2,636,843) | (2,328,253) |
| Client expenses | | (12,222,486) | (13,151,920) |
| Occupancy expenses | | (9,382,808) | (8,734,371) |
| Other expenses | | (9,556,221) | (7,067,175) |
| Impairment of financial asset | | - | (1,802) |
| Surplus before income tax | | 906,872 | 1,076,260 |
| Income tax expense | | - | - |
| Surplus for the year | | 906,872 | 1,076,260 |
| Other comprehensive income: | | | |
| Other comprehensive income for the year, net of tax | | - | - |
| Total comprehensive income for the year | | 906,872 | 1,076,260 |

Statement of Financial Position

As at 30 June 2018

| | 2018 | 2017 Restated \$ |
|--------------------------------------|-------------------|------------------------|
| ASSETS | | |
| CURRENT ASSETS | | |
| Cash and cash equivalents | 13,013,713 | 24,275,158 |
| Trade and other receivables | 5,458,783 | 5,548,874 |
| Other assets | 15,270,252 | 8,968,222 |
| TOTAL CURRENT ASSETS | 33,742,748 | 38,792,254 |
| NON-CURRENT ASSETS | | |
| Property, plant and equipment | 21,976,589 | 21,582,443 |
| Intangible assets | - | - |
| TOTAL NON-CURRENT ASSETS | 21,976,589 | 21,582,443 |
| TOTAL ASSETS | 55,719,337 | 60,374,697 |
| LIABILITIES | | |
| CURRENT LIABILITIES | | |
| Trade and other payables | 9,854,764 | 12,947,153 |
| Borrowings | 3,042,747 | 1,973,681 |
| Short-term provisions | 10,417,032 | 9,028,555 |
| Other liabilities | 7,147,285 | 12,497,352 |
| TOTAL CURRENT LIABILITIES | 30,461,828 | 36,446,741 |
| NON-CURRENT LIABILITIES | | |
| Borrowings | 3,339,420 | 3,399,690 |
| Long-term provisions | 996,147 | 927,402 |
| TOTAL NON-CURRENT LIABILITIES | 4,335,567 | 4,327,092 |
| TOTAL LIABILITIES | 34,797,395 | 40,773,833 |
| NET ASSETS | 20,921,942 | 19,600,864 |
| EQUITY | | |
| Retained earnings | 18,093,722 | 17,186,850 |
| Revaluation reserve | 2,828,220 | 2,414,014 |
| TOTAL EQUITY | 20,921,942 | 19,600,864 |

Statement of Changes in Equity

For the year ended 30 June 2018

| 2018 | Retained Earnings | Revaluation Surplus | Total |
|----------------------------------------------------------------|-------------------|---------------------|-------------------|
| | \$ | \$ | \$ |
| Balance at 1 July 2017 (restated) | 17,186,850 | 2,414,014 | 19,600,864 |
| Surplus for the year / Total comprehensive income for the year | 906,872 | - | 906,872 |
| Movement in revaluation reserve | - | 414,206 | 414,206 |
| Balance at 30 June 2018 | 18,093,722 | 2,828,220 | 20,921,942 |

| 2017 | Retained Earnings | Revaluation Surplus | Total |
|---------------------------------------------------------------------------|--------------------|---------------------|--------------------|
| | \$ | \$ | \$ |
| Balance at 1 July 2016 | 18,329,590 | 1,011,087 | 19,340,677 |
| Correction of error | (2,219,000) | - | (2,219,000) |
| Restated total equity at the beginning of the year | 16,110,590 | 1,011,087 | 17,121,677 |
| Surplus for the year / Total comprehensive income for the year (restated) | 1,076,260 | - | 1,076,260 |
| Movement in revaluation reserve | - | 1,402,927 | 1,402,927 |
| Balance at 30 June 2017 (restated) | 17,186,850 | 2,414,014 | 19,600,864 |

Statement of Cash Flows

For the year ended 30 June 2018

| | 2018 | 2017 |
|-----------------------------------------------------|----------------------|----------------------|
| | \$ | \$ |
| CASH FLOWS FROM OPERATING ACTIVITIES: | | |
| Receipts from customers | 8,554,034 | 6,310,742 |
| Receipts from Government funding | 133,593,242 | 135,869,198 |
| Payments to suppliers and employees | (151,656,432) | (135,504,792) |
| Interest received | 262,465 | 523,644 |
| Finance costs | (305,470) | (321,475) |
| Net cash provided by operating activities | (9,552,161) | 6,877,317 |
| CASH FLOWS FROM INVESTING ACTIVITIES: | | |
| Proceeds from sale of plant and equipment | 321,182 | 211,497 |
| Purchase of property, plant and equipment | (3,039,263) | (4,121,785) |
| Net cash used by investing activities | (2,718,081) | (3,910,288) |
| CASH FLOWS FROM FINANCING ACTIVITIES: | | |
| Proceeds from borrowings | 2,435,560 | 1,379,817 |
| Repayment of borrowings | (1,786,970) | (2,436,251) |
| Proceeds from finance leases | 1,357,076 | 1,977,292 |
| Repayment of finance leases | (996,869) | (1,310,499) |
| Net cash provided by/(used in) financing activities | 1,008,797 | (389,641) |
| Net increase in cash and cash equivalents held | (11,261,445) | 2,577,388 |
| Cash and cash equivalents at beginning of year | 24,275,158 | 21,697,770 |
| Cash and cash equivalents at end of financial year | 13,013,713 | 24,275,158 |

Notes to the Financial Statements

For the year ended 30 June 2018

The financial statements are for Lifestyle Solutions (Aust) Ltd as a not-for-profit individual entity.

Statement of compliance

These concise financial statements have been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012, Accounting Standard AASB 1039 'Concise Financial Reports' and comply with other requirements of the law. The concise financial statements are an extract from the full financial statements. The concise financial statements and specific disclosures included in the concise financial statements have been derived from the full financial statements of Lifestyle Solutions (Aust) Ltd.

For the purposes of preparing the financial statements, the Company is a not-for-profit entity.

The financial statements were authorised for issue by the directors on 16 November 2018.

Note 1 – Summary of Significant Accounting Policies

a) Basis of preparation

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions.

Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical cost, modified where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. Historical cost is generally based on the fair values of the consideration given in exchange for assets. All amounts are presented in Australian dollars, unless otherwise noted.

In the opinion of the directors there are no new accounting standards or interpretations required to be adopted, effective for the current financial year that had a material impact on the results of the company's operations.

b) Comparative figures

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

Where the Company has retrospectively applied an accounting policy, made a retrospective restatement or reclassifies items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

Note 2 – Revenue and other income

| | 2018 | 2017 |
|-------------------------------------------|--------------------|--------------------|
| | \$ | \$ |
| Revenue from continuing operations | | |
| Provision of services | | |
| – Client fees | 8,630,595 | 6,017,497 |
| – Grant funding | 137,111,923 | 128,795,972 |
| | 145,742,518 | 134,813,469 |
| Other revenue | | |
| – Interest revenue | 262,465 | 523,644 |
| – Donations | 17,964 | 595 |
| – Community grants | - | 31,818 |
| – Trading income | 119,560 | 78,359 |
| – Non-reciprocal asset contributions | 24,500 | - |
| – Other revenue | 722,603 | 546,518 |
| | 1,147,092 | 1,180,934 |
| Total Revenue and Other Income | 146,889,610 | 135,994,403 |

Note 3 – Approval of financial statements

The financial report was approved by the Board of Directors and authorised for issue on 16 November 2018.

Note 4 – Events after the end of the Reporting Period

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

Note 5 – Prior Period Restatement: understatement of employee benefit expenses

During the year management became aware that a certain group of care givers based in WA had been underpaid. As a consequence, an estimate of the underpayment was calculated in relation to the period of service provided. The provision for underpayment has been accounted for by restating each of the affected financial statement line items for the prior periods as follows:

| In \$'000 | | | | | | |
|-----------------------|--------------|---------------------|-------------------------|-------------|---------------------|------------------------|
| Balance sheet extract | 30 June 2017 | Increase / decrease | 30 June 2017 (restated) | 1 July 2016 | Increase / decrease | 1 July 2016 (restated) |
| Short term provisions | (5,999) | (3,029) | (9,028) | (5,712) | (2,219) | (7,931) |
| Net assets | 22,629 | (3,029) | 19,600 | 19,340 | (2,219) | 17,121 |
| Retained earnings | (20,216) | 3,029 | (17,187) | (18,329) | 2,219 | (16,110) |
| Total equity | (22,629) | 3,029 | (19,600) | (19,340) | 2,219 | (17,121) |

| In \$'000 | | | |
|----------------------------------------------------------------------|----------|----------------------------|-----------------|
| Statement of profit or (loss) and other comprehensive income extract | 2017 | Profit Increase / decrease | 2017 (restated) |
| Employee benefit expense | (96,180) | (810) | (96,990) |
| Surplus for the year | 1,886 | (810) | 1,076 |

Directors' Declaration

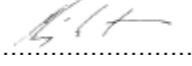
The directors declare that:

- a) in the directors' opinion, the attached financial statements and notes thereto comply with Accounting Standard AASB 1039 'Concise Financial Reports'; and
- b) the attached financial statements and notes thereto have been derived from the full financial report of the company.

Signed in accordance with a resolution of the directors.

On behalf of the Directors

Director: 

Director: 

16 November 2018

Deloitte.

Deloitte Touche Tohmatsu
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Independent Auditor on the concise financial report to the members of Lifestyle Solutions (Aust) Ltd

We have audited the accompanying concise financial report of Lifestyle Solutions (Aust) Ltd which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Lifestyle Solutions (Aust) Ltd for the year ended 30 June 2018 and the discussion and analysis. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' Responsibility for the Concise Financial Report

The Directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports* and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the Directors determine what is necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Lifestyle Solutions (Aust) Ltd for the year ended 30 June 2018. We expressed an unmodified audit opinion on that financial report in our report dated 16 November 2018. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

Our procedures included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complies with the requirements laid down in AASB 1039 *Concise Financial Reports*.

The concise financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of the auditor's report on the audited financial report.

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

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Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of Lifestyle Solutions (Aust) Ltd would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the concise financial report, including the discussion and analysis of Lifestyle Solutions (Aust) Ltd for the year ended 30 June 2018 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.



DELOITTE TOUCHE TOHMATSU



Gaile Timperley
Partner
Chartered Accountants
Sydney, 16 November 2018

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