

Annual Review 2018









Malong a real difference together

Limbs 4 Life

There are **'28 amputations** performed everyday in Australia due to:

- Cancer
- Vascular disease
- Infection Congenital differences

limbs4life.org.au

1300







Making a real difference together

We empower amputees with knowledge and support to make a real difference, **because no one should have to go through limb loss alone.**



Contents

Message from the Chair and CEO	3
Our strategic goals	4
Our programs	5
Our people	19
Financial overview	20
Thank you	21

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Message from the Chair and CEO

Together we can support people impacted by amputation or born with limb deficiency to achieve better health and well-being outcomes. This year marked the final year of Limbs 4 Life's 2015-2018 Strategic Plan. This plan built on our strategic objectives continued to establish Limbs 4 Life's role as the voice for people with limb loss in Australia. With the support of our funding partners, corporate supporters and community donations much has been achieved to alleviate the distress associated by limb loss as we continue to work to educate, empower, influence and encourage members of our community.

As the peak body for amputees in Australia we are acutely aware of the needs of our growing community. While Limbs 4 Life continues to provide services to tens of thousands of Australian amputees and their care givers, who rely on the programs and services for assistance prior to, during or after amputation we work to ensure that no one goes through the process of limb loss alone.

The continued National expansion of our Peer Support Program continued in earnest this financial year. We extended our support on the ground, training additional Peer Support Volunteers in all states and territories of Australia. Our Peer Support Volunteers work tirelessly to ensure that new amputees have access to the face to face supports they so truly deserve.

We launched a new website and streamlined our operations through an online portal housed within the website; thus enabling the organisation to be more responsive to requests for Peer Support Visits, Peer Support Volunteer Applications and general inquiries. The website and integrated customer relationship management system facilitates access to supports in a functional and timely manner. Our Volunteers are able to report on the outcomes of their visits using the volunteer portal.



Limbs 4 Life commenced work on a national research and evaluation project. This project, with ethics approval from Monash University will seek to assess the impact of the Peer Support Program and provide valuable data which will shape the future structure of the program.

Importantly we invested significant capacity and resources to assist our stakeholders to transition into the National Disability Insurance Scheme (NDIS) by developing tailored resources, responding to hundreds of inquiries and assisting people to navigate this new Scheme.

In the lead up to National Amputee Awareness Week we launched the 'Get Your Ribbon On' campaign. The goals of the campaign were to encourage people to wear a ribbon in support of Awareness and educate the wider community about the growing incidence of limb loss in Australia.

The 2020 Strategic Plan will continue to build on the achievements of the past three years and move the organisation closer to achieving its vision that no one goes through limb loss alone!

We would like to thank our supporters, Board members, staff and volunteers. We have achieved much together and are proud to be leading this dedicated and passionate organisation into the future.

assulua Natalie Sullivan - Chair

Melissa Noonan - CEO

Our strategic goals





Increase and expand Peer Support service delivery



Goal 2 Educate and support our community



Goal 3 Increase awareness



Goal 4 Support healthcare providers

Limbs 4 Life's strategic goals align with our strategic plan and underpin our mission to provide information and support to people in Australia living with limb loss, while promoting an inclusive community. We strive to make a real difference together.

Reporting against our strategic goals

Goal 1: Increase and expand Peer Support service delivery

There is **one amputation every hour** in Australia. This equates to almost 9,000 amputations per year in this country! The loss a limb or limbs severely impacts an individual's mobility, functionality and independence.

Regardless of the cause of amputation, many individuals who lose a limb experience detrimental psycho-social outcomes which negatively impact on their ability to regain independence and lead fulfilling lives. Consequently, some amputees not only have a physical disability but develop other psychological disorders also. The impact of this disability is not only restricted to the individual who has lost a limb/s but can also negatively impact on their caregivers (family, friends and colleagues).

Limbs 4 Life's Peer Support Program is grounded in extensive national and international research, making it a best practice service. It is the only formal Peer Support Program for amputees in Australia. The Peer Support Program actively supports amputees to:

- Manage fears associated with amputation,
- Cope with feelings of vulnerability and depression,
- Understand feelings of anxiety relating to body image, self-esteem and sexuality,
- Adapt to the adjustment of amputation/s,
- Manage the short-term and long-term expectations of living with amputation/s,
- Re-engage in recreation, community, activities and employment.



The Peer Support Program is well regarded and recognised by medical and allied health professionals who make referrals to the program on behalf of their patients. Professionals engage with the program because it is considered be formally managed, quality assured and safe; a program that involves trained experienced amputees who can "walk the talk".

Our Peer Support Program improves the wellbeing, independence and health awareness of amputees and their families. As such, it plays a role in reducing hospital re-admissions, minimises the need for additional psycho-social services and supports the good work of busy healthcare professionals.

Our research shows that when confronted with the prospect of limb loss, many people and their families experience a sense of fear and dread which can escalate to depression and anxiety.

Our research shows that when confronted with the prospect of limb loss, many people and their families experience a sense of fear and dread which can escalate to depression and anxiety. This can result in people using negative coping strategies such as the use of alcohol or dependence on pain medication etc. Moreover the sheer frustration and anger created through a lack of information and support may also contribute to relationship problems and family breakdown. What people need at this time and during the months following the medical interventions is hope to counter the fear. This is one of the primary goals of our peer support volunteers, by providing people with information and knowledge as well as demonstrating how they themselves have managed, they are able to encourage and motivate people to integrate back into daily routine and social activities and eventually the workplace.

Throughout the year Limbs 4 Life continued to expand our Peer Support Program in line with our funding requirements and to continue to meet the demand on our service while working to reduce the impact that amputation has on individuals, their families and friends.

- We trained an additional 93 Peer Support Volunteers
- Conducted 14 training sessions throughout the country to 127 people
- Delivered 56 in-service educational sessions to healthcare providers to promote the benefits and value of our early intervention Peer Support Program.
- Responded to more than 2,400 calls for support
- Reached out to more than 7,200 followers on social media
- Averaged 69,500 website hits this year
- Distributed more than 24,300 resources to people with limb loss, parents of children born with limb deficiencies and acute/sub-acute medical facilities
- Provided 870 'First Response Kits' via our Peer Support Volunteers to new amputees

The opportunity to provide a national support network to new amputees and their families ensures more people are socially included and have access to a support system which truly meets their needs.



Research and evaluate the impact of Peer Support

The Amputee Peer Support Program is a national program and it provides a link between people who have recently had an amputation (or just about to have an amputation) and the peer support team. The peer support team are a group of trained volunteers who have had an amputation in the past and have been specially trained to support new amputees.

While there has been a lot of positive feedback about the Amputee Peer Support Program over the years, Limbs 4 Life would like to better understand the impact that program participation has on the people who have recently had an amputation (or just about to have an amputation). This research project will consider the views of people who participate in the program, people who volunteer for the program, as well as health professionals who refer their patients into the program.

As such, the aim of this research is to determine the value of the Amputee Peer Support Program on program participants from the perspective of peer support program participants, peer support volunteers and referring health professionals.

The background work for this research began in earnest this year with ethics approval being sought from Monash University. We look forward to sharing the outcomes of this formally evaluated research with our stakeholders early in the next financial year.

On Board with New Zealand

New Zealand Artificial Limb Service (NZALS) has engaged Limbs 4 Life to provide Peer Support Training to amputees in New Zealand. NZALS CEO Sean Gray supports the concept of Peer Support and understands the value it can bring to the amputee community of New Zealand. This year Limbs 4 Life was invited to New Zealand to deliver a Peer Support training session to a group of 18 locally-based amputees.

"Currently in New Zealand there is no formally managed Peer Support program and I would like to see this valuable service provided to members of our amputee community." Sean stated. "At NZALS our patients are at the centre of everything we do (this is called patient-led care), receiving from NZALS, world-class services that deliver what they need at each stage of a patient's journey". he shared.

"Peer Support for vulnerable patients is important to help with life-changing events and their ongoing journey of rehabilitation. We also know from research and professional option that access to good Peer Support can enhance an amputee's quality of life and help them understand what can be expected from the changes they are going through. In recent times, we have worked with Field Officers from the Wellington and Hawke's Bay Amputee Societies to pilot Peer Support efforts with their presence in our centre and regional clinics. Their participation in these clinics has provided amputees with a friendly voice, a translator of health jargon, someone to help with local coordination/connections to other health professionals and groups, and a champion to support their needs when they might not know what to say or how to say it. My personal observations have shown Peer Support to be a valuable service to Amputees". Sean stated.

As part of NZALS 's commitment to focus on their patients and their needs we are proposing to expand our service offering to include a formal peer support program. The NZALS along with the Amputees Federation of NZ Inc. will adopt the Limbs 4 Life Peer Support Program and in doing so will benefit from access to the best practice governance, policies and procedures.

Limbs 4 Life are thrilled to be working with the NZALS and the Amputees Federation of NZ Inc. to further support the outcomes of amputees, their families and care givers across New Zealand.





New website launch

Limbs 4 Life was proud to launch our new look website during National Amputee Awareness Week. With funding support from the nib Foundation, members of the Limbs 4 Life Marketing and Communications Committee along with a group of external stakeholders participated in workshops to determine the needs of our audience and how we could improve the functionality and access to information for members of our community.

The new website is easier to navigate, has a content management system so that staff can immediately upload new information for our stakeholders as it comes to hand, which is especially important with the continued roll-out of the National Disability Insurance Scheme (NDIS); promotes a directory of prosthetic services and facilities throughout Australia and houses an extensive amount of resources enabling healthcare providers easy access to content for their patients and clients.



Since the launch of the site Limbs 4 Life have observed a steady growth in visits to the site with average visit times to the site increasing by 71 per cent, meaning that site visitors spend more time reading and downloading the information they need.

The site also boasts a secure online portal making it much easier for healthcare providers and individuals to request Peer Support Visits and submit applications to become Peer Support Volunteers.

The National Amputee Advisory Council

Limbs 4 Life established the National Amputee Advisory Council (NAAC) this year to provide feedback and recommendations relating to the wellbeing of the amputee community, children and youth living with limb deficiencies their families and primary care-givers.

Limbs 4 Life seek to ensure that its stakeholders are adequately informed, that information provided is effective and correct and that we are meeting our stakeholder's needs. It is also vital that stakeholders are kept up to date with changes in the health care system that impact on their lifestyles, wellbeing and choices.

The NAAC is comprised of a range of people living with limb loss including representatives from each state and territory around Australia to ensure that each state is equally represented and feedback on state-based specific issues can be articulated.

The objectives of the NAAC is to provide advice and feedback that ensures Limbs 4 Life is meeting the needs of its stakeholders, influencing policy and establishing strategic partnerships that will improve support to amputees and persons with limb difference across Australia.

The Council have the opportunity to discuss, review and provide feedback on various areas such as: health literacy materials; research; policy and current issues; funding experiences including the NDIS and, strategic partnerships.

The Council members meet monthly via teleconference and assist with the direction and development of the organisations programs and services.



Accessing the National Disability Insurance Scheme

Since the initial Productivity Commission Inquiry into Disability Care and Support in 2011 Limbs 4 Life has advocated for better outcomes for people living with limb loss nationally. As the National Disability Insurance Scheme (NDIS) continues to roll-out across the country and more and more people transition into the Scheme it has become evident how much direct support people with limb loss need to ensure that their plans reflect 'choice and control' enabling them to lead an 'ordinary life'.

During the 2017/18 year, Limbs 4 Life invested capacity and resources into the development of assets for our stakeholders. The purpose of creating assets for our national stakeholder base was to reduce the burden people experienced during the eligibility phase and transitional phase. We developed specific resources to assist GP's, doctors and allied healthcare providers to assist with the completion of the 'Access Request Forms' for both upper and lower limb amputees and children born with limb deficiencies. We shared information with Planners and Local Area Coordinators to help them to gain a greater insight into the Assistive Technology needs of people with limb loss when developing Participant Plans and invested one hundred hours per month, responding to inquiries and providing general assistance to people transitioning into the Scheme.

We have advocated for many of our stakeholders and written to Members of Parliament across the course of the year to expedite the approval of Participants Plans and we continue to advocate and support stakeholders as they move across to this new funding model.

In addition, in each edition of Amplified magazine, we updated our stakeholders with articles and information relating to the Scheme.

Throughout the NDIS roll out, Limbs 4 Life collected many case studies from Participants documenting their experiences during the transition and planning phases, and in doing so assist with the continued roll-out of the Scheme while simultaneously continuing to educate, empower and upskill participants.

"I downloaded the (NDIS) Guide from your website, it helped me to understand goal setting in the lead up to my planning meeting."



Rebecca, 35 years, below elbow amputee Queensland

limbs4kids

The Limbs 4 Kids program is a national initiative by Limbs 4 Life to provide support to parents of children born with limb deficiencies and children or adolescents who undergo an amputation early in life.

The Limbs 4 Kids program continues to support parents and children in variety of ways. Limbs 4 Life continued its partnership with the Special Children's Christmas Parties, providing children from the Limbs 4 Kids program with the opportunity to attend these free events. Parties are held in every major city around Australia and are also delivered in regional hubs such as: Albury/Wodonga, Townsville, Newcastle and Mackay. All children are treated with gifts on the day, a range of events to take part in, face painting and rides.





Our Limbs 4 Kids Facebook group continues to grow and provides online virtual support to parents and family members. At the end of this financial year, the group currently boasted 485 members. Posts are often about parents sharing tips about supporting their child, new devices which help to promote independence for children, along with sharing stories of encouragement and achievement. Throughout the year Limbs 4 Life Peer Support Volunteers have delivered educational sessions to a range of primary and secondary schools around the country. The volunteers use these opportunities to promote disability inclusion, educate children on prosthetics and living with limb loss.



To ensure that we continue to inform our community, Limbs 4 Life has a dedicated section in Amplified magazine specifically for children and adolescents living with limb loss. This section of the magazine provides up to date information about national activities and events.

Goal 3. Increase awareness



National Amputee Awareness Week 'Get Your Ribbon On' Campaign

During the 2017/18 year Limbs 4 Life proudly launched the 'Get Your Ribbon On' Campaign during National Amputee Awareness Week.

In the lead up to the campaign we shipped more than 7,250 ribbons across the country to encouraging people to 'Get Your Ribbon On' in support of Australian amputees. The response was overwhelming with national healthcare providers at major hospitals, rehabilitation centres, prosthetic facilities and manufactures sharing photos of support during the week of the campaign. Importantly many amputees and family members and children born with limb differences also showed support for the Campaign sharing quirky and creative images of themselves across a variety of social media channels.



"As a healthcare provider, National Amputee Awareness Week is a great way that we can support this community." Rachael CNC Fiona Stanley Hospital Western Australia



Members of Parliament in NSW and Queensland wore ribbons during sitting days and passed a motion to recognise National Amputee Awareness Week. Speeches were made in honour of this week.

We shipped 7,250 ribbons in the lead up to the campaign





Mr JAMES GRIFFIN (Manly) (11:56): I move: That this House:

(1) Recognises the importance of National Amputee Awareness Week [4-11 October] in building awareness and support for amputees throughout the community.

(2) Supports the implementation of the Government's Disability Inclusion Action Plan that seeks to remove systemic and attitudinal barriers for people with disability.

(3) Promotes initiatives, such as the State Tobacco Plan and State Health Plan, that address risk factors for amputation such as smoking and diabetes.

www.parliament.nsw.gov.au/Hansard/ Pages/HansardResult.aspx#/docid/ HANSARD-1323879322-99272/link/81

New portal launched

At Limbs 4 Life we are acutely aware of the time pressures placed on healthcare staff in this country. We wanted to make requesting Peer Support Visits for new amputees an easy and streamlined task. Our goal was to reduce the administration time that it takes for healthcare staff to request Peer Support for their patients. Access needed to be simple and straightforward.

After listening to the needs of healthcare staff and finding out what kind of process would work for them, we sat down with our IT consultant to develop a platform which would meet everyone's requirements. The portal system was developed and built into the new website, a system that was accessible and easy to use.



To assist healthcare staff with the changes in the Peer Support Program administration, info-graphic posters were developed and disseminated nationally to each and every hospital and rehabilitation facility.

In additional to the portal each and every health literacy poster now boasts a QR code. The QR code provide direct access to our portal from any smartphone enabling amputees and/or their family members to request a Peer Support Visit by simply scanning the code.

Update Health Literacy

Health literacy was updated during this financial year. The, 'A Practical Guide for Amputees' continued to be our most popular resource. We shipped 7,500 copies of this resource across the country. The 'Guide' is so popular we find acute care and sub-acute care facilities requesting cartons (containing 65 units) per order.

We revamped all of our 'Awareness Building' posters and added QR codes to each poster enabling our stakeholders to download skincare and hygiene tips directly from our website using their smartphones. The benefit being that healthcare providers can encourage and direct their patients easily to accessing these resources.

Three editions of Amplified were developed and distributed electronically and in hard copy during this financial year. Amplified magazine is a free resource featuring articles and current information like, updates in prosthetic technology, changes in funding, accessing supports and resources, tips on managing and living with a prosthesis, stories about children and adolescents living with limb loss/difference and peer-based personal stories about coping and adapting to limb loss.

For the second year running we have taken on a University project with forth year physiotherapy students from Melbourne University. This year the students are working to develop amputee specific 'teaching tools' to assist new physiotherapy students to understand the needs of amputees and gain clearer insight to the needs of amputees during the post-surgical phase, early rehabilitation phase, and post discharge phase of an amputees treatment plan. This information will be made available on our website later in the year.





13007 limbs4



Skincare for amputees.



1300 782 231

"The 'A Practical Guide for Amputees' saved my life. I had no idea where to turn until I received that book." Peter, below knee amputee, in-patient, Royal Adelaide Hospital South Australia 52 years

In 2017 - 2018 our people include:

Board of Management

Chairperson Natalie Sullivan

Deputy Chairperson Alicia Salvo

Treasurer Ken Scott

Members

Anne Richardson David Johnson (resigned March 2018) Gordon Ireland (resigned February 2018) Helen Connor Melissa Noonan (Secretary - non-voting rights) Ruth Johnston Wilma Gallet (appointed February 2018)

Audit and Risk Sub-Committee

Anne Richardson Alicia Salvo Ken Scott

Nomination and Remuneration Sub-Committee

Natalie Sullivan Helen Connor

Marketing and Communications Sub-Committee

Ruth Johnston Alicia Salvo Helen Connor

Staff

Melissa Noonan Chief Executive Officer

Kylie Franson Program Manager - Peer Support

Leahe Walker Administration Officer

Ana Argoon Communications and Media Officer

National Amputee Advisory Council

Priscilla Sutton - Australian Capital Territory Jamie Manning - New South Wales Shane Grant - Northern Territory Glenn Bedwell - Queensland Peter Stringer - South Australia Lynette Johnson - Tasmania Ren Gallet - Victoria Andrew Fairbairn - Western Australia

Peer Support Volunteers

Limbs 4 Life could not carry out its valuable work without the generosity of our volunteers who donate their time and share their lived experience of limb loss to support the organisations vision.

We acknowledge and thank them all for their time and continued commitment. Limbs 4 Life firmly believe that the organisation would be nothing without the valuable contribution of our dedicate volunteer team.

Volunteers General

Limbs 4 Life is grateful for the assistance of Prosthetic and Orthotic/Health Science students from Monash University who have volunteered their time during the course of the last twelve months.

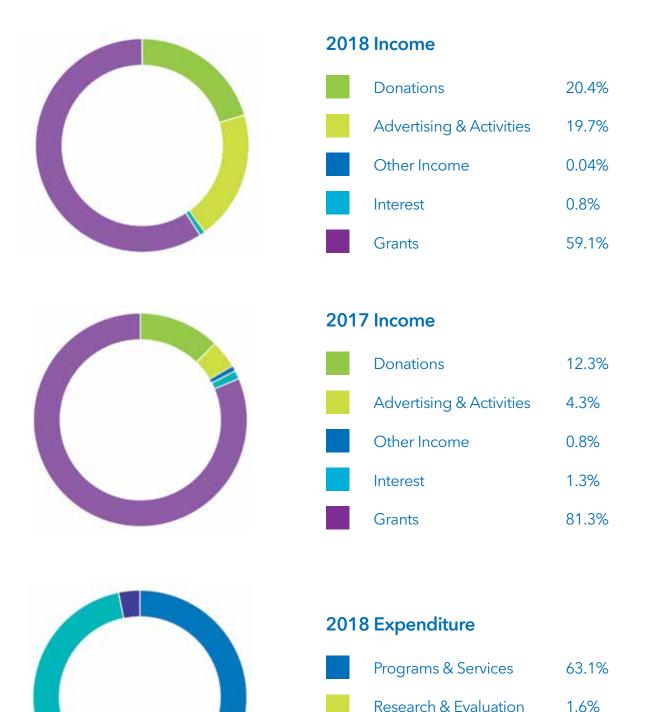
Auditors

JTP Assurance

Financial overview

2017 - 2018

Limbs 4 Life continued to demonstrate sound financial management during the 2017/18 financial year. The total income for the year was 206,765.15 and was derived from philanthropic grants, corporate supporters and community donations.



Publications & Activities

Compliance

33.77%

3.2%

Thank you

Major program partners

Private family trust

Program partners

Department of Communications and Social Inclusion

iCare Foundation

Pro-bono support

Allens Linklaters

Corporate supporters

Medtronic

Scentre Group

Westfield Group

Community supporters

Bendigo Bank

Cars Under the Star

Geostuff

Lilydale High School

Qantas Perth Help Group

Rotary Club of Engandine

Warwick Show Rodeo Society

Individual donors

Alexander Perry Angelina Quanchi Bernard Hollaway **Brenton Eastwood Carrie Smart Colin Fowler Craig Heywood** D. Brown Daniel Orth Danielle Bird Despa Mastroginnis Elizabeth Campbell Fred Schebesta Glenda Hunt Glenda Hunt **Graham Matthews** Jacob Anttilla Jess Grant Jessica Trezise Jim Jovanovski Joan Oliver **Joaquim Rios** Josh Willie MLC Justin and Lidia Allen Kate Musqrove Katherine Bristow Kevin Fincham Lara Kimmel Lien Pickett Lisa Ward LRD Trading Australia Marianne Mendlik Mark Leeworthy Mark Stallbann Michelle Street Miranda Piotrovska Naomi Edwards Pat Wood Paul Llewellyn Pui Chi Lee R.A. Noonan **Rachel Miller Rachel Morrissey** Sallyann Moriarty

Shaneel Charitar Sharon Giblin Sidney Tan Stephen Limbrick Stuart Shinfield Tanya Stocklet Taryn Jackson Therese Gittins Vasi Koundouris

Publishing and event partners

APC Prosthetics

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Massons Healthcare

Momentum Prosthetics

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OPC Heathcare

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Queensland Prosthetics

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LIMBS 4 LIFE INCORPORATED ABN 25 116 424 461

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LIMBS 4 LIFE INCORPORATED

Opinion.

We have audited the financial report of Limbs 4 Life incorporated (the association), which comprises the statement of financial position as al 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2016 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of Div 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical regularments of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Div 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charilies and Not-for-profits Commission Regulation 2013. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Div 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profils Commission Regulation 2013 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

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JTP JTP ASSURANCE

Auditor's Responsibilities for the Audit of the Financial Report

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

As part of an audit in accordence with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Further information about our responsibilities can be found at <u>http://www.auasb.gov.au/Home.aspx</u>

We 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 we identify during our audit.

TTP Aroune

JTP Assurance Chartered Accountants

Signed at Melbourne this A day of November 2018

to heread

GUS SVENSON Partner

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Limbs 4 Life Incorporated is a registered charity and accredited to carry the Australian Charity and Non-Profit Commission

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