

# 2020 ANNUAL REVIEW



**Limbs 4 Life**  
Empowering Amputees

Making a real  
difference together



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

# Message from the Chair and CEO

We make a difference. Every minute, every hour and every day we make a difference. Our team of staff, volunteers and Board continue to make a difference to the lives of diverse Australians experiencing amputation and those living with limb loss, as well as their families, across our country.

Making a real difference together is part of our daily mantra. Regardless of whether that is connecting new members of our community to our Peer Support Volunteers, advocating for systemic change, working to change public policy or developing strategies to empower our community we make a real difference by being the organisation that our stakeholders turn to, when life changes.

Each year Limbs 4 Life pursues a range of opportunities to further extend our supports and services to meet our strategic goals and serve people impacted by limb loss and their families. During this year we successfully completed the two-year 'Information, Linkages and Capacity Building' NDIS ILC South Australian Limb Loss Capacity Building Project and, using lessons learned, we successfully attracted another NDIS ILC three-year funding grant to scale and extend our peer support services and empower amputees with knowledge throughout Victoria. Our Western Australia 'Ramping Up 4 Work' amputee employment project continues to deliver against its milestones and assists members of our community to realise and find meaningful employment. Coupled with our cornerstone work, these projects, are greatly contributing to our ability to effect real change in the lives of the people we are privileged to represent.

Like most organisations we were significantly impacted by the Coronavirus pandemic. As a result, we needed to adapt our programs and services to enable us to continue to remain connected with our stakeholders and those people who were new to our community. We were responsive, transformative and agile in our approach. Our Peer Support Program continued to operate, albeit modified, to reflect health management measures and restrictions. To ensure that vulnerable Australians could access the vital support they needed we moved the provision of peer support to a telephone-based only service. We also increased our distribution of resources to acute care hospital and rehabilitation facilities during this time, to ensure new amputees continued to have a touch point with us. As we were unable to conduct personal in-service educational sessions to healthcare providers, we shifted to new delivery modes - real-time online meeting webinars for staff and pre-recorded presentations disseminated via USB.

Sadly, another casualty of the pandemic was our Amp-ed Up 2020 conference, originally scheduled for August 2020. Our community was devastated to hear the news that we would be unable to proceed with this event, but understood it was a decision made to protect all participant's health and wellbeing. The conference is extremely valuable for our stakeholders. It promotes confidence building and is educational in nature, the unity and connections that this event facilitates is second to none. We plan on running the conference in 2021 but, like this year, we will take account of all health advice before confirming dates.

We recognise and thank our supporters and donors, Board members, staff and committed volunteers. We know that this has been a difficult year for many and together we will continue to make a real difference to ensure that no one goes through limb loss alone.



**Natalie Sullivan - Chair**



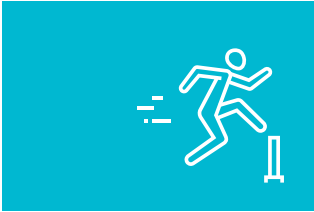
**Melissa Noonan AM - CEO**

# Our strategic goals

In September 2019 the Limbs 4 Life Board and staff met to establish our Strategic Plan and organisational direction for the next three years. The Strategic Plan covers our values, goals and direction into the future. It responds to the opportunities and challenges presented in our disability and health ecosystems and outlines our commitment to maintaining financial viability in order to actively support our growing community of Australians living with limb loss. It also articulates our desire to continue to advocate, innovate service delivery, conduct research, create new initiatives and extend our reach nationally to meet increasing demand.

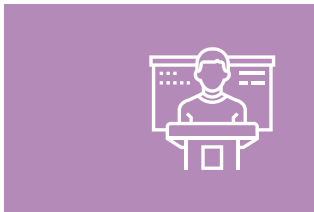
Our Strategic Plan highlights the need to meet the demands of today, while planning for the challenges and prospects of tomorrow. Limbs 4 Life is uncompromising in working towards our vision that *no one goes through limb loss alone*.





## Goal 1

Step into new competitive areas



## Goal 2

Proof-of-concepts for funding



## Goal 2a

Develop organisational growth and diversify funding



## Goal 2b

Create bolder external communications and awareness



## Goal 3

Maximise existing stakeholder value



## Goal 4

Innovate current services and resources



## Goal 5

Consumer advocacy



## Goal 6

Indigenous support

# Our work and impact

## Empowering peers

Limbs 4 Life is underpinned by a culture of peer empowerment and engagement. Through our peer-led programs Limbs 4 Life enables people living with limb loss to access training, feel a sense of empowerment and belonging while understanding that sharing their lived experience and learned knowledge is making a real difference to the wider Australian amputee community.



## Peer support program

Our Peer Support Program is the cornerstone of Limbs 4 Life's work. The program was launched in 2005 by Professor Brendan Murphy who was CEO of Austin Health at the time, but is now Secretary of the Department of Health. As a program, it has enormous impact not only for people seeking support from peers pre or post amputation, but also the volunteers who willingly give their time to share the lived experience insights that only another amputee can provide.

Peer support is a key aspect of psycho-social rehabilitation, enabling amputees to connect with peers in hospital and rehabilitation settings or over the phone. It enables people who are new to the amputee community to ask questions, increase their knowledge, build connections and reduce social isolation often common for people with an acquired disability. Peer support is empowering for everyone involved. This year we delivered two volunteer training sessions in Tasmania, one in Melbourne and one in Adelaide.

As we were unable to travel and deliver peer support training after March 2020, we developed and delivered online 'introductions to the peer support program' webinars for the hundred plus people awaiting volunteer training. In addition, we developed and delivered five refresher training webinars to our current Peer Support Volunteers who underwent training some years prior. These refresher training sessions served to upskill volunteers with changes in the program delivery and services, changes in funding and resources and generally gave them to opportunity to re-engage with one another.

Due to the impacts of the Coronavirus pandemic and the restrictions that government and healthcare facilities introduced in March this year Limbs 4 Life made changes to the way in which peer support is routinely provided. Face-to-face visits were suspended, and peer support was delivered via telephone and/or online, ensuring that all people needing connection with a volunteer was provided.

We continued to support our New Zealand colleagues with the expansion and roll-out of their peer support program and remain committed members of their program advisory committee.

## Peer support program research

Limbs 4 Life commissioned a research and evaluation project into the 'Impact of the Limbs 4 Life Amputee Peer Support Program.' The project received ethics approval in 2018 from Monash University with research completed in November 2019.

This study, comprised of surveys and focus groups, investigated the impact of peer support from the perspective of program participants, Limbs 4 Life Peer Support Volunteers and referring health professionals. Thirty-eight health professionals, 86 volunteers and 25 amputees who received peer support took part in the study.

The research highlighted significant benefit and value to all parties. The access to resources and information and the provision of social and emotional wellbeing were identified across all three groups as being significantly important and positively achieved via the program. The research concluded that "the sharing of lived experience between the volunteer and participant provided a sense of belonging and connection and confirm that volunteers were in a strong position to understand the challenges faced following amputation" and that "peer support may prove a powerful and inexpensive addition to routine care".

## Comments from health professionals:

"Safe, efficient and a useful resource. Peers can answer questions I can't."

"Great support and back up from a peer support program that works alongside the 'medical process of the hospital'. Patients routinely remark how helpful and supportive having a peer support visit was."

"This program is very easy to refer into. Easy to use website, responsive to requests and their resources are fantastic and have always arrived on time whenever I have ordered something. The resources are very practical and useful."

"This is a fantastic initiative. I think peer support gives new amputees a lot less sense of being alone. So much more powerful than being given general information by a prosthetist. It gives my patients hope."

## Comments from Peer Support Volunteers:

"A rewarding experience for volunteers."

"I always wanted to give back to others. Although I received no support or visits whilst I was recovering, it was an article in Amplified magazine that motivated me. I wanted to share my positive attitude to others because there is nothing like seeing someone else with a similar disability getting on with life."

"I wanted to return the support that I had received. Personal and professional experiences in teaching, palliative care, grief and aged care indicated that I may have the skills which could benefit others."

"I wanted to help other people going through a similar experience to help make it more understandable and give them a sense of hope of an improved life ahead."

"Overall the program has given me a boost in self-esteem and pride that I am able to help new amputees in their journey."

## Participants of the peer support program indicated the following:

36% identified as feeling 'alone' prior to their interaction with a Limbs 4 Life Peer Support Volunteer

45% have since accessed the Limbs 4 Life website

25% accessed the closed Facebook group

"There is benefit having support from a person (who has) experienced what I am going through to discuss and get guidance from."





## National Amputee Advisory Council

The National Amputee Advisory Council (NAAC) represents the voice of our limb loss community. Comprised of trained volunteers, located in all Australian states and territories, this Council provides advice and guidance to ensure that Limbs 4 Life is meeting the needs of our stakeholders, influencing policy and establishing strategic partnerships across Australia. Critically the NAAC collectively work to ensure that the needs and wellbeing of amputees is at the forefront of all Limbs 4 Life strategies, goals and efforts.

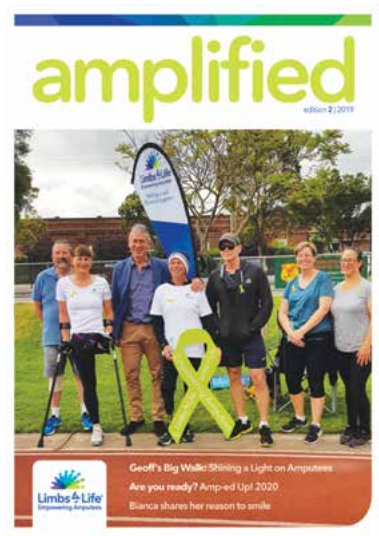
During the year the NAAC met six times with a focus on the following:

- Information and resource gaps
- Influencing policy and funding for people over 65 years ineligible for NDIS supports
- Oversight to the airport security consultation and report
- Lent their voice to national amputee awareness campaigns
- Oversight and feedback to the disability employment survey
- Discussion and feedback regarding Assistive Technology for All Alliance and campaign
- General oversight and feedback addressing the difference in prosthetic provider pricing quotes and access to services for people funded under the NDIS.



## Building knowledge

Limbs 4 Life is committed to knowledge acquisition and transfer in order to add value to our diverse range of stakeholders. Limbs 4 Life draws upon the critical knowledge held by amputees, researchers, medical professionals and healthcare providers in order to create and disseminate the most up-to-date information with, and for, our community. Importantly, Limbs 4 Life always seek opportunities for members of the community to participate in the co-design of meaningful projects and resources which support our stakeholders.



## Communicating with our community

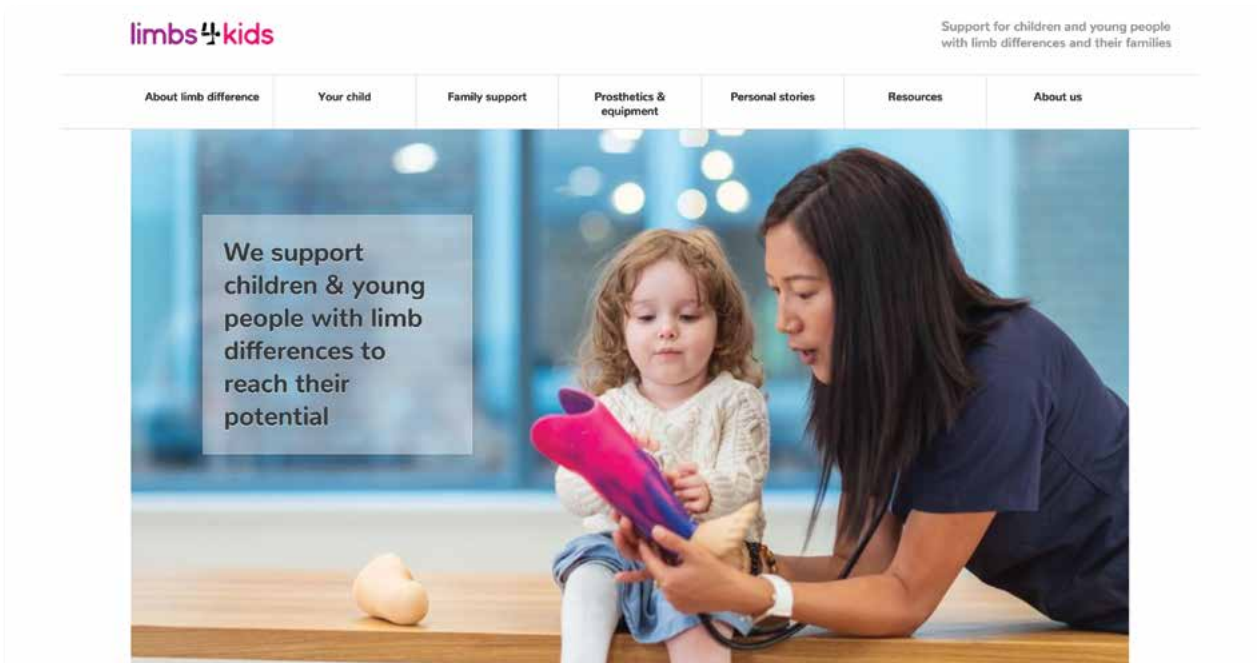
Evidence-based health literacy resources enables people to develop the knowledge, skills and confidence to make informed decisions about their health and wellbeing. It also allows people to be active participants in their care, understand and navigate healthcare systems, prevent future health problems, and effectively advocate for their own needs.

Limbs 4 Life has a long tradition in identifying health literacy information needed by our limb loss community, translating complex medical terms, and co-designing material with subject matter experts and amputees. Underpinning this is our desire to foster a culture of improved health literacy within the limb loss and wider community. This year Limbs 4 Life developed a range of new resources, complementing our existing information library. These hard-copy and electronic resources were disseminated to amputees, hospitals, rehabilitation facilities and allied healthcare providers; ensuring that a high level of reach and scale was achieved.

Included is our quarterly publication of Amplified magazine which features personal stories from members of our community and up-to-date news and events and topics of interest to the amputee consumer.

## Online presence – websites and social media

Limbs 4 Life have actively increased our online presence over the past 12 months. Our Facebook page boasts 3,500 followers while our private Limbs 4 Kids and Amputees Limbs 4 Life groups have a combined membership of just over 2,200. In addition, we are active on Twitter with 2,500 followers, 1,150 on Instagram and 650 on LinkedIn.



This year we also invested in a complete overhaul and update of the Limbs 4 Kids website, making the navigation easier, the content more concise and accessible, and overall access to articles and resources simplified.

Our Limbs 4 Life parent site continues to attract a high amount of traffic. Visitors to the site increased by 17.5% on the previous year, with a total of 102,574. The site attracts more than 80% new visitors/users and the most popular areas of the website are prosthetics and funding, followed by personal stories from members of our amputee community.

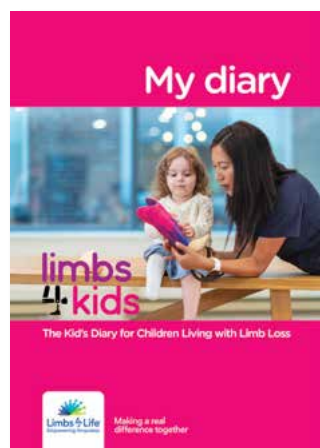
### In-service educational sessions for healthcare providers

Assisting all Australians to be 'amputee aware' doesn't just extend to our community of individuals living with limb loss and their support networks but also the healthcare providers who assist people prior to, during and after an amputation. Our commitment to building a better future for all Australians living with limb loss includes provision of resources and training that cater to the needs of healthcare providers.

Our goal is to assist the amputee-specific healthcare system to build upon their extensive professional experience and education, by providing them with knowledge drawn from the lived experience of amputees and the latest evidence-based information. We achieve this by delivering professional development sessions, presentations at national health-based conferences and the regular distribution of publications and resources.

## Creating capacity

Investing in the future strength and capability of Limbs 4 Life, through sustainable delivery of new and existing programs, helps to ensure that we are making a measurable impact on the lives of people with limb loss. It allows Limbs 4 Life to work towards achieving its mission and vision, trial new service delivery approaches, and build a strong foundation for organisational growth.



limbs 4 kids

### Limbs 4 Kids

Limbs 4 Kids is the national program to support children and young people living with limb loss or limb differences, their families and all who support them. The priority of Limbs 4 Kids is to ensure that families have up-to-date information about all aspects of limb difference so that they feel empowered to make informed decisions and build connections with other families on the same journey. We offer detailed information, provide peer support and advocate for the needs of families.

This year saw Limbs 4 Life conduct a thorough re-design of our Limbs 4 Kids website; it being a vital place to learn, connect and access support. The key focus of this re-design was to provide an accessible and easy to navigate website, and have the information targeted towards children's life stages and milestones. It also includes more personal stories, easy access to downloadable fact sheets and NDIS planning resources, links to prosthetic providers, and greater usability for mobile devices. Since the relaunch of the website, traffic has increased by 65 percent.

Caring for a child living with limb difference can mean making appointments, attending many meetings, preparing applications, compiling historical records, sharing information, and the collection of paperwork. To meet the needs of families we developed 'My Diary', a tool co-designed with healthcare providers and parents. My Diary is a resource which enables parents to record questions, names and contact details of healthcare providers, their child's achievements and goals, and assistive technology needs.

The diary allows parents to track changes over time and record information in one central location. It's also a useful tool for parents when sharing information about their child with important others such as teachers, sporting coaches or family members. And it can assist when preparing applications or attending planning meetings with NDIS staff or NDIS-funded support providers.

Available in hard-copy or downloadable format, My Diary has become an in-demand resource for families supporting children with limb difference across Australia, with copies shipped to each children's hospital nationally.



## Limb Loss Capacity Building Project (South Australia)

Funded by an NDIA Information, Linkages and Capacity Building (ILC) grant, the Limb Loss Capacity Building Project has addressed the need for ongoing access to peer support and locally-based information to empower South Australians to achieve social, practical and economic participation goals.

Funded from 2018 to 2020, this two year project enabled Limbs 4 Life to upskill and train amputees as Peer Support Volunteers, establish sustainable Support Groups across the state, and develop a community co-designed Toolkit featuring information sheets, webinars, amputees sharing personal stories, and a collection of online videos.

By conducting independent research and evaluation into all aspects of this project, Limbs 4 Life has gained significant learnings. This research has not only informed quality improvements during project delivery, but will also support efforts in sustaining and scaling this project in the coming years.

The overwhelming project impacts, as measured through participation rates and independent evaluation, included:

- establishing self-sustaining and self-determining Support Groups
- training highly engaged Peer Support Volunteers in metropolitan, regional and remote areas
- building confidence and capacity amongst members through peer connection, networking and community engagement
- reducing loneliness, social isolation and diminished mental health associated with limb loss
- increasing health literacy and knowledge of local supports through the provision of quality information and resources.

Impact:

- 7 x locally-based Peer Groups developed
- 56 x people attending locally based Peer Support Groups
- 24 x new Peer Support Volunteers
- 185 x people attending information sessions
- 13 x new resources developed

## Ramping Up 4 Work (Western Australia)

Limbs 4 Life's pilot Ramping Up 4 Work (RU4W) project in Western Australia continued to grow in strength and impact throughout the year. RU4W has been designed to encourage, empower and motivate people experiencing limb loss to gain and/or maintain employment. This is delivered through the provision of information, advice and one-on-one peer mentoring.

Taking a thematic approach, RU4W provides four streams of employment assistance:

1. Realise employment - designed to assist those living with limb loss and entering the workforce for the first time.
2. Retaining employment - support for those in employment at the time of their amputation surgery.
3. Returning to employment - support and assistance for those who have been out of the workforce for some time.
4. Re-adjusting and retraining for employment - advice and assistance for people who need to change career fields as a result of limb loss.

RU4W has delivered meaningful outcomes for participants, employers and peer mentors. Participants living with limb loss have gained greater job seeking and workplace confidence and capability, and provided with individualised support to achieve career goals. Employers have gained greater knowledge about limb loss, the capabilities of this cohort, information about workplace adjustment and funding, and introduction to new employees. Peer mentors, who also live with limb loss, have received training to support their peers to develop resumes, prepare for job interviews and engage in career planning. Geographically Western Australian is expansive in size and as such this program needs to be responsive and agile in its approach to serve a very wide variety of job roles within the rural, regional and remote communities of Australia.

Limbs 4 Life is keen to embed this model of support within its current suite of services and ensure that all Australians living with limb loss have access to targeted employment supports.

Impact:

- 43 x participants engaged
- 15 x job placements
- 11 x peer mentors trained
- 9 x resources developed
- 21 x presentations delivered to employers/community organisations



## Advocating for our community

Limbs 4 Life operates within a broad ecosystem of interconnected disability and health organisations, medical and allied health providers, businesses and governments. By linking with this network Limbs 4 Life is well placed to gather intelligence, conduct and participate in research, and build aligned partnerships. Collectively this assists Limbs 4 Life to work more efficiently, achieve strategic goals and better represent the needs of Australian amputees.

The NDIS transition and navigation support we provide is offered because of our commitment to people living with limb loss. It is our genuine desire to see people achieve their goals and aspirations through NDIS support, and a belief that the NDIS will continue to make a significant difference to the social fabric of Australia.

Limbs 4 Life continues to create and update an array of evidence-based and amputee-specific information and resources, designed to make every person's journey back to independent living as seamless and informed as possible. In addition, Limbs 4 Life has also assisted people to understand their rights in relation to the NDIS Act and The Convention on the Rights of Persons with Disabilities and stepped in to provide individual advocacy where a person's rights and needs are not being met.

### Partnerships and representation

- New Zealand Artificial Limb Service - Peer Support Advisory Committee
- Assistive Technology for All Alliance (ATFA)
- My Assistive Technology (AT) Outcomes Working Group
- Assistive Technology for All Alliance - Campaign Strategy Committee
- Australian Orthotic and Prosthetic NDIS Working Group
- icare NSW Prosthetic Guidance Working Group
- Queensland Artificial Limb Scheme Consumer Advisory Committee
- Australian Network for Universal Housing Design
- Healthdirect
- Golf Australia



## Raising awareness of limb loss

As the peak national body for people with limb loss and limb difference Limbs 4 Life aims to constructively raise awareness of this disability with all members of the Australian community. Through targeted campaigns, and contribution to media, Limbs 4 Life is working towards a goal that all Australians are 'amputee aware'. The impact of this will see reduced stigma, improved health practices to reduce the risk of preventable amputations, and promote community connectedness among all amputees and their families.

### National Amputee Awareness Week

October 4 - 11 saw the limb loss and wider Australian community celebrate National Amputee Awareness Week. This important event provides a chance to raise awareness of amputees and people living with limb differences across the nation. As part of National Amputee Awareness Week this year, Limbs 4 Life engaged in three important campaigns which led to partnerships, broadened awareness of the event, and opened up wide ranging conversations about amputation and limb loss.



### 'Get Your Ribbon On' Campaign

Limbs 4 Life ran the third year of its 'Get Your Ribbon On' campaign, with a total distribution of 9,500 ribbons to people living with limb loss, healthcare and medical providers, hospitals, rehabilitation facilities, community organisations, and Members of Parliament across Australia. We were thrilled to see so many people send photos of themselves, family members and colleagues wearing their ribbons with pride! We are incredibly appreciative to the great many members of the amputee community who held special awareness raising information events, morning teas and presentations in hospitals, workplaces and schools, along with those who contributed to newspaper articles and radio interviews to further promote this week.







## Shine a Light' Campaign

The inaugural 'Shine a Light' campaign was launched during National Amputee Awareness Week this year. This campaign saw 23 significant buildings and landmarks lit up in green to 'put a spotlight' on amputation and limb loss. The lighting up of landmarks, and the sharing of information from participating government bodies and commercial businesses, enabled us to greatly extend our awareness raising message with everyday Australians. It was also an opportunity for people living with limb loss to visit 'lit up landmarks' in their own communities. We thank all of the organisations that made this campaign so successful and we look forward to even more partners join us in 'shining a light' in 2020.

## 'Geoff's Big Walk'

Geoff Chandler, longstanding Limbs 4 Life Peer Support Volunteer and supporter, took on the task of a lifetime during National Amputee Awareness Week, walking 50 kms a day in various towns and cities across Victoria. Geoff, who became an amputee in 2010 after a long battle managing the impact of a serious accident in 1985, took it upon himself to raise awareness of amputees and Limbs 4 Life during his 'Big Walk'. Geoff completed a 300km walk in five locations, and was accompanied by other members of the limb loss community, general members of the public and local government representatives during his journey.

Geoff awed everyone with his determination and commitment to encourage others to get into fitness, learn about his personal journey of limb loss and understand just why National Amputee Awareness Week in such an important event on the limb loss community's calendar.



# Our governance

## Board of management

The Limbs 4 Life Board of Management is comprised of individuals with a broad range of skills and experiences in corporate, community, health, legal, financial and non-profit sectors. In addition, many of our Board Members have a personal connection to limb loss and/or other disabilities.

Our Board Members generously give of their time and knowledge to strategically steer Limbs 4 Life towards a sustainable future aligned with its mission and vision. They ensure this by adopting sound, ethical, legal, financial and risk mitigation management practices and policies.

### Chairperson

Natalie Sullivan

### Deputy Chairperson

Alicia Salvo

### Treasurer

Catherine Young

### Ordinary Members

Helen Connor

Jason Diederich (joined February 2020)

Wilma Gallet

Adam Griffith (joined November 2019)

Ruth Johnston

Natasha MacKenzie (joined November 2019)

Scott Mitchell

Melissa Noonan (Secretary - non-voting rights)

## Board committees

### Audit and risk sub-committee

Natasha MacKenzie

Alicia Salvo

Catherine Young

### Marketing and communications sub-committee

Helen Connor

Jason Dieterich

Ruth Johnston

Scott Mitchell

Alicia Salvo

### Nomination and remuneration sub-committee

Helen Connor

Wilma Gallet

Natalie Sullivan

### Auditors

JTP Assurance

# Our people

At the heart of Limbs 4 Life is an extraordinary team of volunteers, staff and Board Members. The Limbs 4 Life team is filled with talented and passionate people who share our vision, live our values and embrace innovation and change.

## National Amputee Advisory Council

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

## Staff

Melissa Noonan, Chief Executive Officer  
Fiona Waugh, Policy and Projects Manager  
Kylie Franson, Program Manager  
Mike Rolls, Program Manager  
Andrew Fairbairn, Project Coordinator  
Leahe Walker, Administration Officer

## Peer Support Volunteers

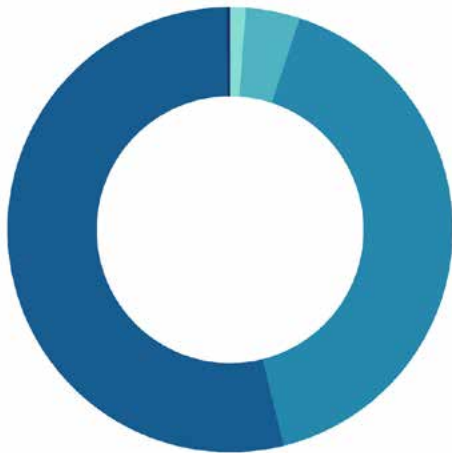
Limbs 4 Life could not carry out its valuable work without the generosity of our Peer Support Volunteers. These dedicated individuals generously donate their time and share their lived experience of limb loss to support others across Australia just commencing on that journey. Our Peer Support Volunteers are the cornerstone of our organisation and we couldn't achieve our mission and goals without their continuous support.

We acknowledge and thank our 168 Peer Support Volunteers for their ongoing support and commitment. Limbs 4 Life firmly believe that the organisation would be nothing without the valuable contributions made by our dedicated Peer Support Volunteer team.

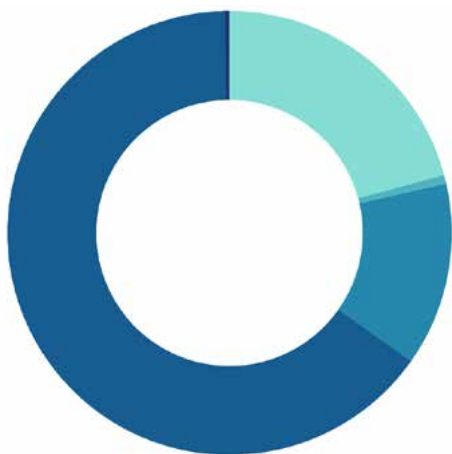


# Our finances

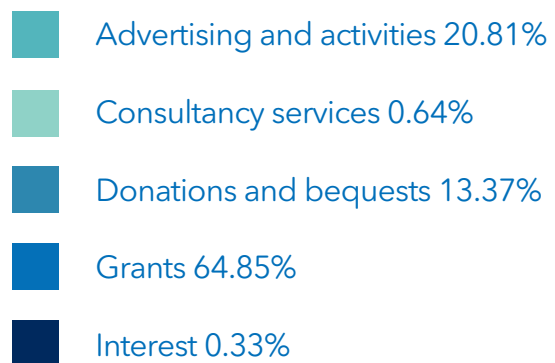
Limbs 4 Life continued to demonstrate sound financial management during the 2019 - 2020 financial year. The total income for the year was \$1,294,097.51, an increase from \$489,660.62 on the previous year. Income was primarily generated from grants, donations from community and corporate supporters, and our event activity.



## 2020 Income



## 2019 Income



## 2020 Expenditure



**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 at 30 June 2020, 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 2020 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 requirements of the *Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code)* that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

**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 Charities 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-profits 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.

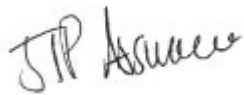
In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association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

**Auditor's Responsibilities for the Audit of the Financial Report**

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

As part of an audit in accordance 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 <http://www.auasb.gov.au/Home.aspx>

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.



**JTP Assurance**  
**Chartered Accountants**

**GUS SVENSON**  
**Partner**

**Signed at Melbourne this 16<sup>th</sup> day of November 2020.**



# Our thanks

## Major program partners

Department of Communities – Government of Western Australia  
National Disability Insurance Agency

## Program partners

Department of Social Services

## Corporate supporters

Better Questions  
Box Hill Physiotherapy  
Caloundra Group  
Lagoon Gold P/L  
Launceston Orthotic and Prosthetic Service  
Pay Pal Giving Fund  
Scentre Group  
Westfield Group

## Community supports

Aquinis College  
Dromana College  
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