



ANNUAL
REPORT
2019-
2020

NOSS Tasmania Inc.

Tasmania

PROMOTING INDEPENDENCE

OUR VALUES STATEMENT

We treat each other and our clients with **empathy** and **respect**, are always **ethical** in our work, **empowering** and **enriching** others' lives and **striving for excellence**.

ABOUT US

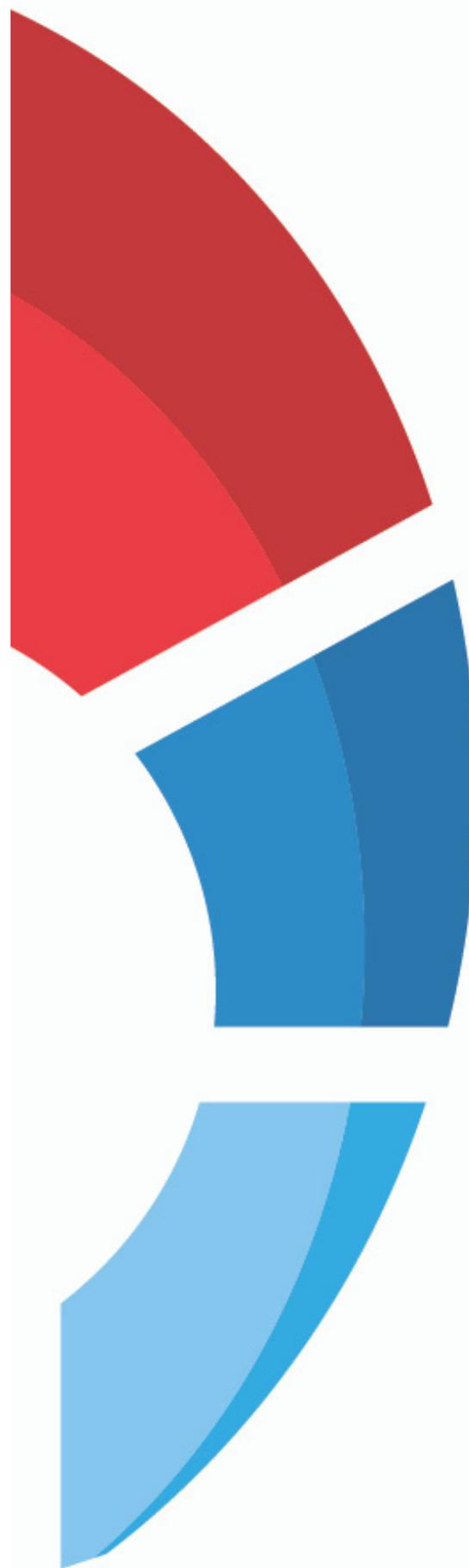
At NOSS, we are all about **working with people with a disability to enrich their quality of life** through their chosen social, leisure, learning and employment activities. This is our mission to achieve our vision of **independence and a fulfilled life for everyone**.

We commenced operation in August 1991 as the Northern Occupational Support Service, and became an incorporated association in May 1992. Now the organisation is called NOSS Tasmania Inc., or NOSS, a registered not-for-profit and charity with the Australian Charities and Not-for-profits Commission.

NOSS was originally funded by the Tasmanian State Government under the Community Integration Project, which aimed to integrate people with a disability into their community. Many of the people supported by NOSS at the time lived at Willow Court Centre before moving into shared homes in Launceston.

NOSS now operates a community access service, an activity centre ("The Red Shed") and an Australian Disability Enterprise called Bluegum Grounds Maintenance.

We are a registered provider of the National Disability Insurance Scheme and supports over 120 people with a disability living in the greater Launceston area.



FROM THE CHAIRPERSON

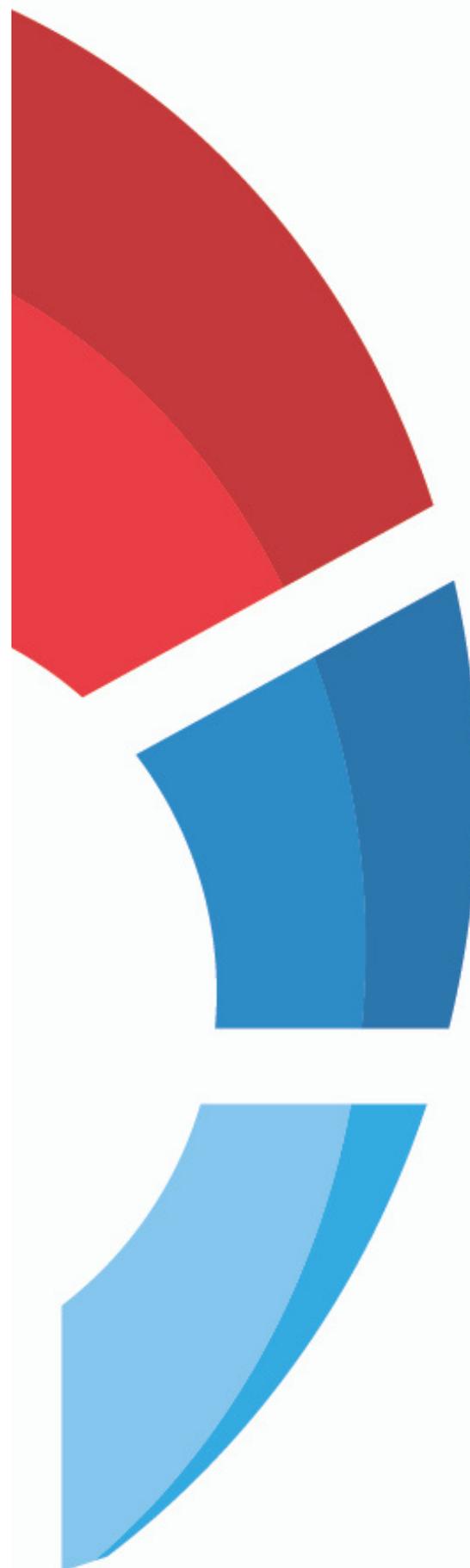
It is fair to say that the COVID-19 pandemic has overshadowed anything else in the 2019/2020 financial year. For many organisations, including our own, this event precipitated challenges that were unpredictable and previously uncharted.

It has been very sobering to see and hear of businesses that have not survived this difficult period. The fact that NOSS remains a strong and active organisation, delivering much needed supports and services to our participants, is a great testimony to the resilience and hard work of many.

For this I offer heartfelt thanks and appreciation to:

- Our participants, their families and carers who stuck by us and with us;
- All our wonderful staff who stepped into the unknown, accepted and fostered the health and hygiene requirements introduced to keep everyone safe and well, and, despite their own fears of job and income security, ensured that those who need their support and care received it;
- Ruth and her amazing management team for their tenacity, tirelessness and speedy responses in dealing with policy and protocol changes that tumbled from the relevant authorities in quick succession; and
- My fellow Board members who willingly and capably accepted their governance responsibilities in a time of significant funding, legislative and human resource turmoil and uncertainty.

Continued



FROM THE CHAIRPERSON

Continued

It is also important to celebrate the fact that NOSS has managed to kick some great goals in the last year. We have been the recipient of Government grant funds that have enabled us to invest in improving our IT capability and infrastructure. The Red Shed development was completed, and to top it off we have seen a year of growth in client numbers, staff numbers and revenue.

The NOSS Board has also experienced some changes with long serving Board member, and previous Secretary, Margaret Flannery leaving the Board as of the last AGM. We also welcomed our new Board member, Tracey Mallet, who joined the team during the year. This year's AGM will also see the departure of two other long serving NOSS Board members in Anna Connors, who has ably held the Treasurer portfolio for several years, and Melinda Whybrow, who was my predecessor as Board Chairperson. I thank all these Board members for their dedication and valued contributions and hope that they will reflect on their period with the NOSS Board with fondness and the well-earned feeling of a job done well.

NOSS has actively been seeking new Board members to fill these vacancies and we will be able to make announcements following the 2020 AGM.

It is without a doubt that the coming year will continue to present challenges. However, I know that with the commitment and dedication of all, NOSS will continue to build on our reputation and strengthen our position within an ever-evolving sector.

MARK BROXTON

GAICD, BAppSc(Med)



FROM THE CEO

NOSS demonstrated pleasing performance in the 2019/20 financial year, with measurable increases in client numbers, staffing levels and revenue. That we could manage this in a year marked by COVID-19 is a strong testament to the loyalty and dedication of our amazing team of staff and the confidence placed upon us by the people whom we support and their families. This was also made possible by the timely and necessary COVID-19 initiatives of an NDIS advance payment, a tax rebate and the JobKeeper payment.

Despite the challenges, COVID-19 has brought about some unexpected benefits to NOSS. We made a great leap forward in our uptake of information technology - taking up the capabilities of Microsoft 365 to meet via Teams, creating virtual Red Shed activities via Yammer and ensuring each employee had a NOSS email address. We also enjoyed closer collaboration and supportive relationships with other disability organisations and service providers. Each of these benefits will continue into the future.

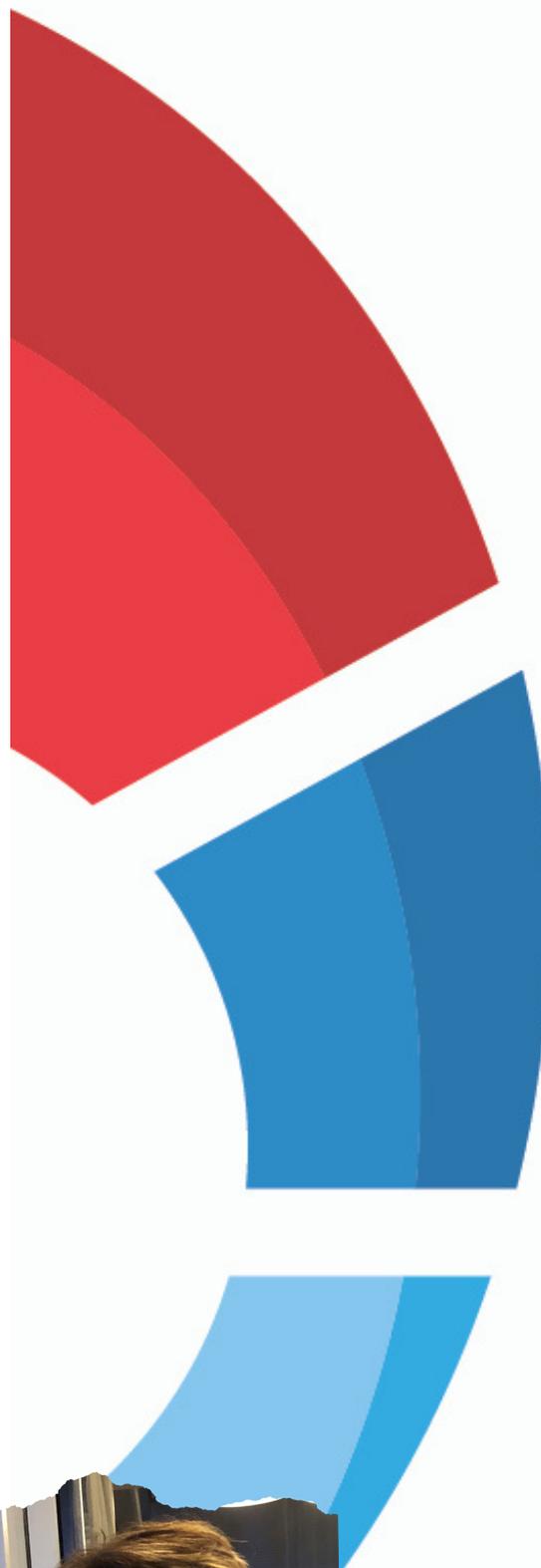
The major development of the year was the long-awaited re-development of the Red Shed. It is wonderful to see the joy that this welcoming modern setting brings to the participants and I look forward to the opportunities that emerge from this space into the future.

I value the ability to contribute to the disability sector through the State Committee of our peak body, National Disability Services (NDS - not to be confused with the NDIA or the NDIS), the Tasmania Association of Disability Employment Services (TADES) and the Metro Tasmania Disability Action Plan Consultation Group.

Finally, it is my great privilege to work with the board, the senior leadership team, our employees and volunteers. I want to thank everyone for their contribution to NOSS – and for their daily commitment to serving our clients with excellence.

RUTH CHALK

GAICD, MHlthServMgt, BSpThy





A program of the Community Access Service

A YEAR OF TRANSFORMATION

First we moved out ...

While the Red Shed underwent a wonderful transformation from a re-purposed boatshed to a vibrant, modern venue, the activities continued to run at other venues:

- Ravenswood Over 50's Club hosted the Flower Program so that it could continue to bring joy to the elderly across Launceston.
- The Tailrace Centre saw that the Hospitality Crew could experience great success with their Flavours of The World and Street Food afternoon teas.
- And the music sessions rocked on at the Windmill Hill Hall.

Then we moved back in...

The Red Shed re-opened in time for Christmas, celebrating with NOSS clients at the annual Christmas BBQ, complete with the St Andrews Caledonian Pipe Band and, of course, Santa.

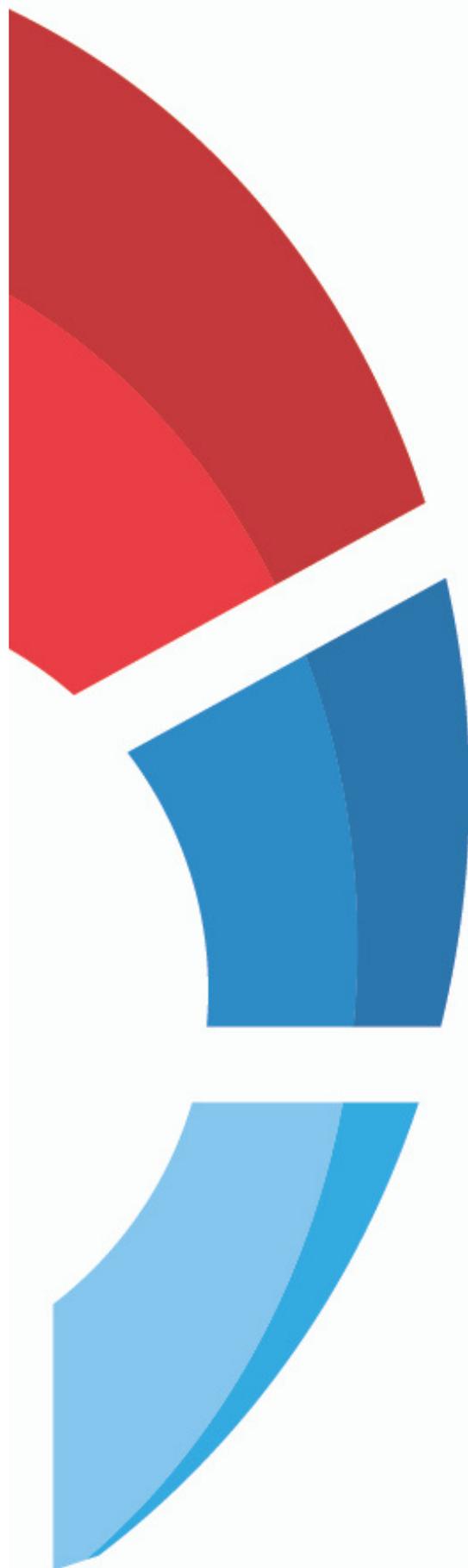
Then we went digital...

The Red Shed needed to close its doors for about three months in response to COVID-19. As a result, we built some online programs for our clients to re-engage in their favourite Red Shed activities. Things looked different in this season, but we were able to create connections and help people to feel a part of it all again. We made use of technology to deliver activities (e.g. hospitality and photography) that people could participate in from home.

And we moved back in again...

By June, Red Shed activities were carefully being re-instated with COVID-safe practices.

The Red Shed is looking forward to 20/21!



BLUEGUM

An Australian Disability Enterprise (ADE)

KEY CONTRACTS

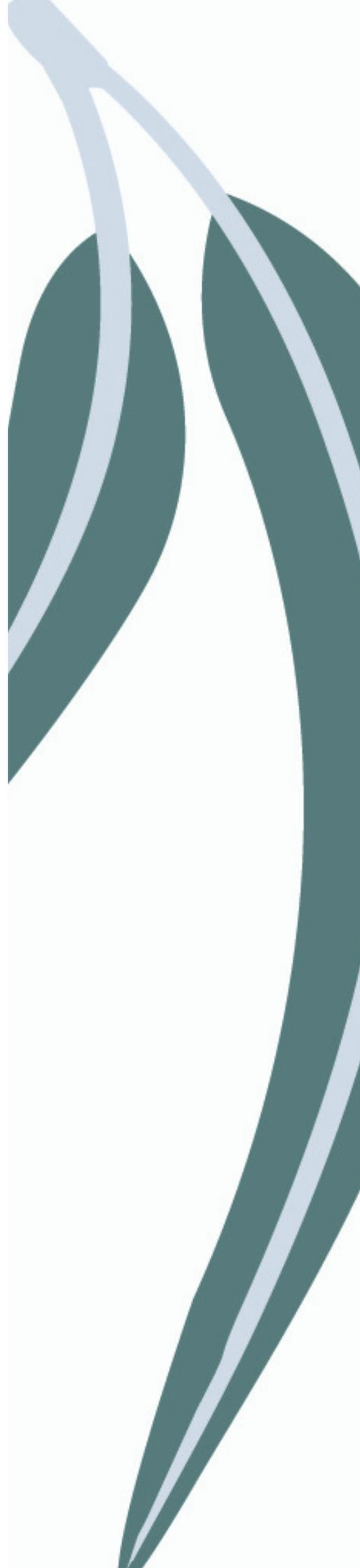
Bluegum fulfilled its four key industrial contracts to deliver broad acre grounds maintenance in 2019/20.

Under the contract to the West Tamar Council the assets maintained by Bluegum included, Snake Gully, Far View, Levella Crt, Grenadier Crt, Greenfields Dr and Winkleigh Cemetery and Winkleigh Hall.

The contract with TasPorts ensured that Bluegum maintained Mobil Road, Norfolk Street, Albion Street, Inspection Head and Bell Bay Road.

TEMCO-South 32 provided Bluegum's major contract, requiring it to maintain the grounds of the TEMCO plant and from the wetlands to main plant.

Hydro Tasmania is Bluegum's longest standing customer. Bluegum's contract included Poatina and the Western Tiers to Waddamana and properties around Launceston



KEY RESULT AREAS

The four pillars of the NOSS 2019-2022 Strategic Plan.

CLIENTS

In supporting clients to achieve their dreams, NOSS has strengthened pathways to employment through its partnerships with AtWork Australia and the Tailrace Centre. SpeakOut Advocacy met with the client committee and Bluegum work crew. SpeakOut also partnered with NOSS to hold an information session about the Disability Royal Commission

EMPLOYEES

One of the areas NOSS has focussed on is employee training. Staff completed the mandatory NDIS Quality, Safety and You" module, and training in infection control, Zero Tolerance of Abuse, Recognising and reducing restrictive practices and manual handling.

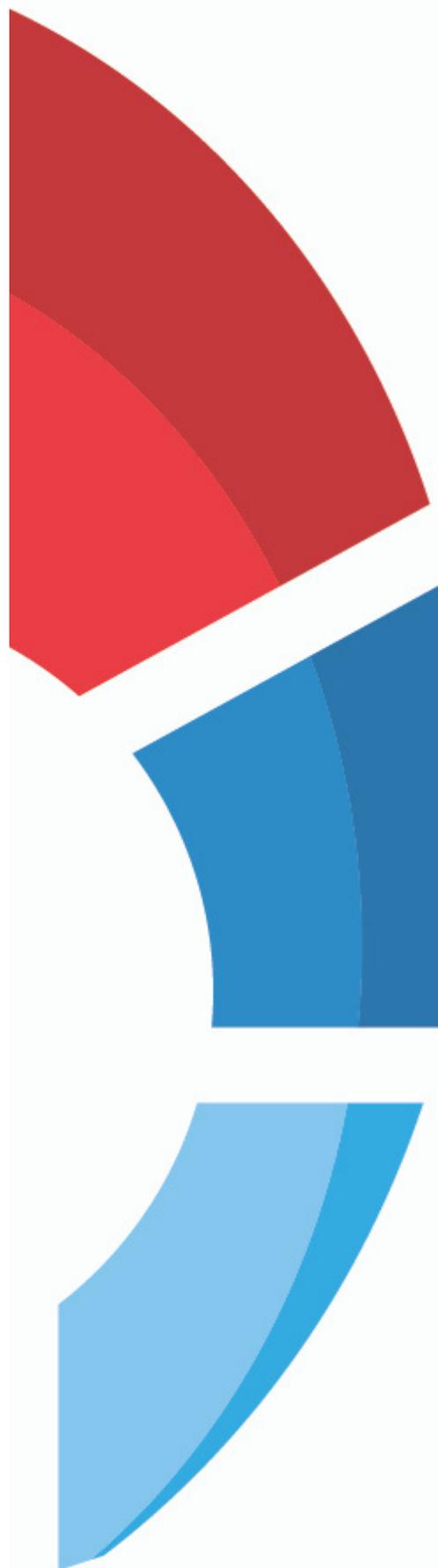
PARTNERSHIPS AND RELATIONSHIPS

In addition to working closely with other local providers of disability support services, key relationships included: The Tailrace Centre, Speak Out Advocacy, AtWork Australia, Longford Meatworks, and Lez Penzes Architect. Peter Day and Rick De Sousa have generously provided business consultancy.

VALUE, EFFICIENCY AND EFFECTIVENESS

NOSS has been the recipient of 2 Australian Government grants to assist in developing its business capabilities:

- Transition Assistance Funding (Building the Local Care Workforce program) - \$20,000.00
- Temporary Viability Support for Bluegum (NDIS Transition program) - \$49,819.90

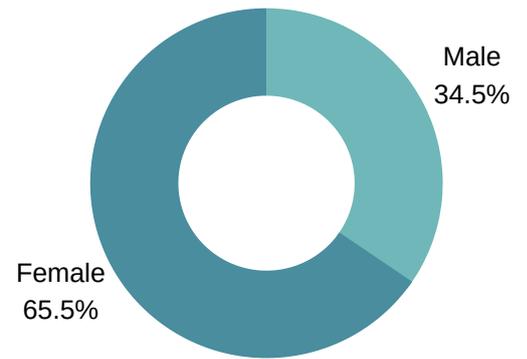
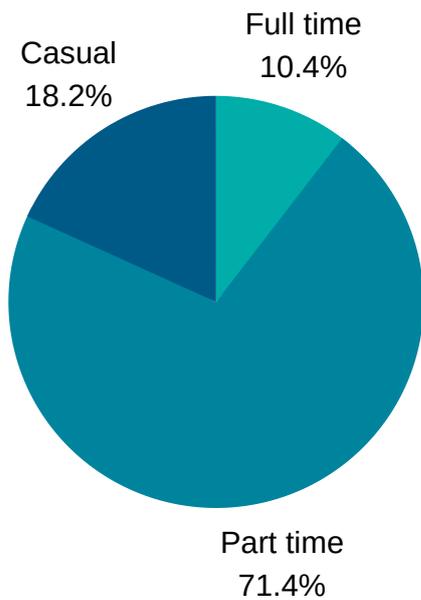


EMPLOYEES

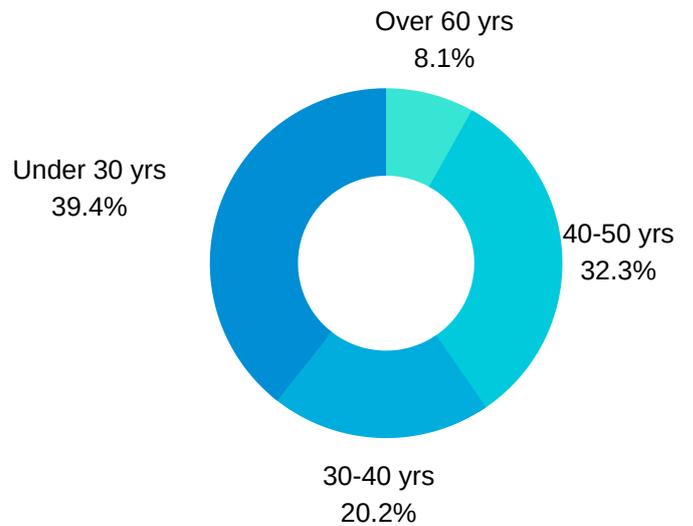
We aim to inspire our staff to be the best version of themselves.

EMPLOYMENT STATUS

The relative proportions of staff whose employment is full time, part time or casual has not altered significantly in comparison with the previous financial year. NOSS is working to reduce the proportion of casual staff.



GENDER & AGE BALANCE



TOTAL = 99 EMPLOYEES

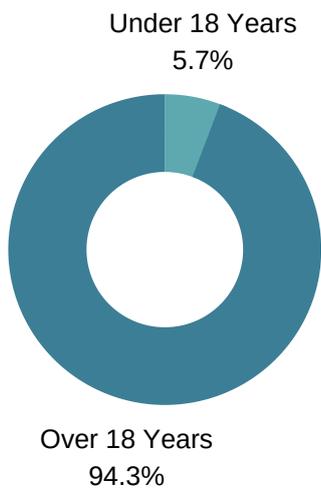
Not including 22 supported employees who are all part time.

100%

employees competed the NDIS module, "Quality, Safety & You"

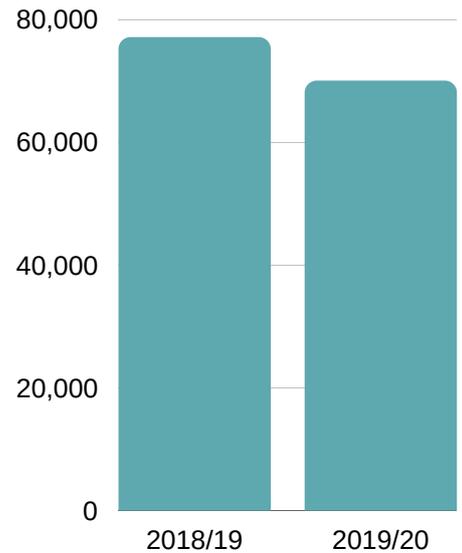
CLIENTS

Our clients told us that it is important that we support them to achieve their dreams of social, leadership and work opportunities.



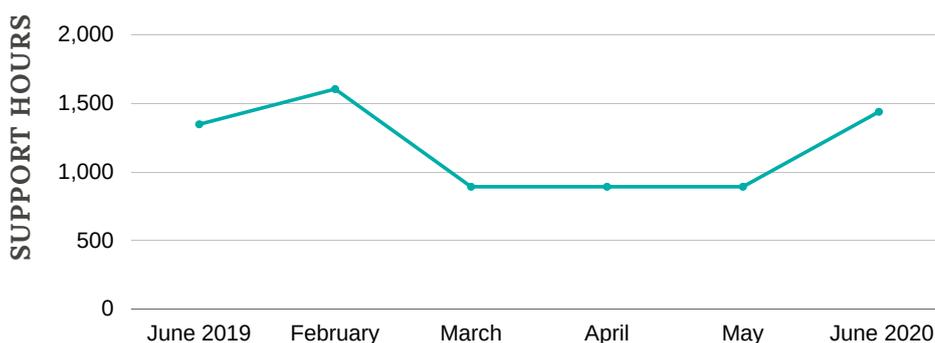
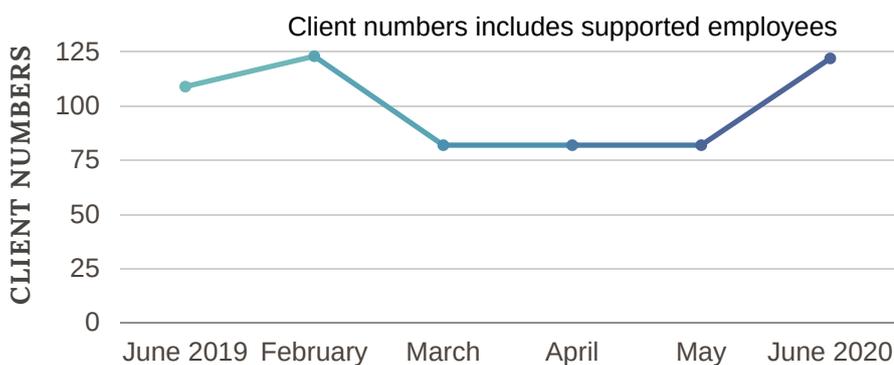
CLIENT AGE

Workers who support children and young people complete Child Safe training.



TOTAL SUPPORT HOURS

The total hours of support is higher than it might otherwise have been during the COVID response period as all clients decreased their support ratio to one-on-one.



COVID-19 IMPACT

34% of clients receiving support for community access ceased supports altogether during the main period of COVID response.

Support hours dropped by 44%, enabling NOSS to be eligible for the JobKeeper payment

OUR BOARD



MARK BROXTON

Chairperson.
Commenced on the Board in 2018



ANNA CONNORS

Treasurer
Commenced on the Board in 2016



SONYA GIBSON

Secretary
Commenced on the Board in 2017



PETER HATTERS

Director
Commenced on the Board in 2012



MELINDA WHYBROW

Director
Commenced on the Board in 2012



TRACEY MALLETT

Director
Commenced on the Board in 2019

FROM THE TREASURER

Speaking to the accounts of NOSS Tasmania Inc. for the 2020 financial year, I am pleased to note the following:

Statement of Financial Position (the Balance Sheet)

NOSS Tasmania retains a strong position of liquidity.

The net assets of the association at year end stands at \$1,368,589. \$1,530,990 of this \$1,368,589 is held in cash, short term debtors and prepaid liabilities. This places NOSS Tasmania in a solid position as it moves on into the future.

The National Disability Insurance Agency (NDIA) continues to be a challenge to work with; there have been significant challenges in the use of the portal, getting service agreements approved in a timely manner and remaining significant time lag between claims being made and paid. \$266,083 of the outstanding debtors at years end are outstanding claims with the NDIA.

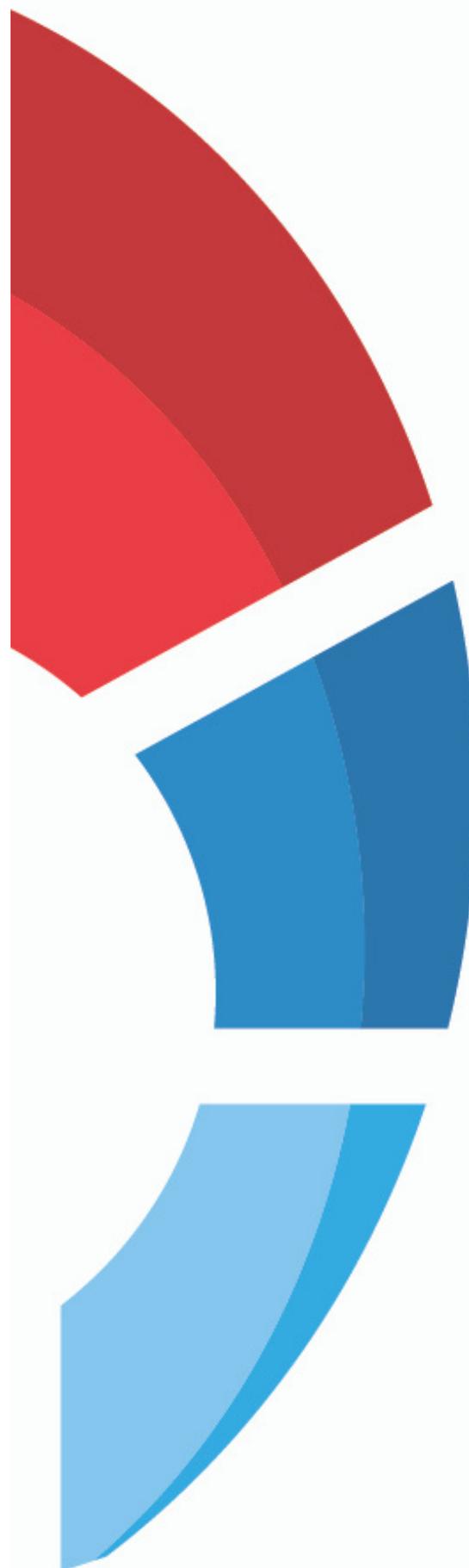
On review, it appears that all debtors are collectible with no allowance needed for potential bad debts, and in our liquid position no concern is raised over our ability to meet our liabilities, both creditors and outstanding staff leave and associated costs.

Statement of Financial Performance (the Profit and Loss)

Generally, the net profit for the year was \$565,017.

The most significant factor contributing to this is the Australian Government's Job Keeper subsidy which contributed \$420,911 to the overall profit.

Continued



FROM THE TREASURER

Continued

The most significant increase in expenses is in staff wages and associated costs, which have increased with a national minimum wage increase and other wage related increases, as well as consultancy and business development costs as the board looks to ensure that NOSS stays up to date and relevant.

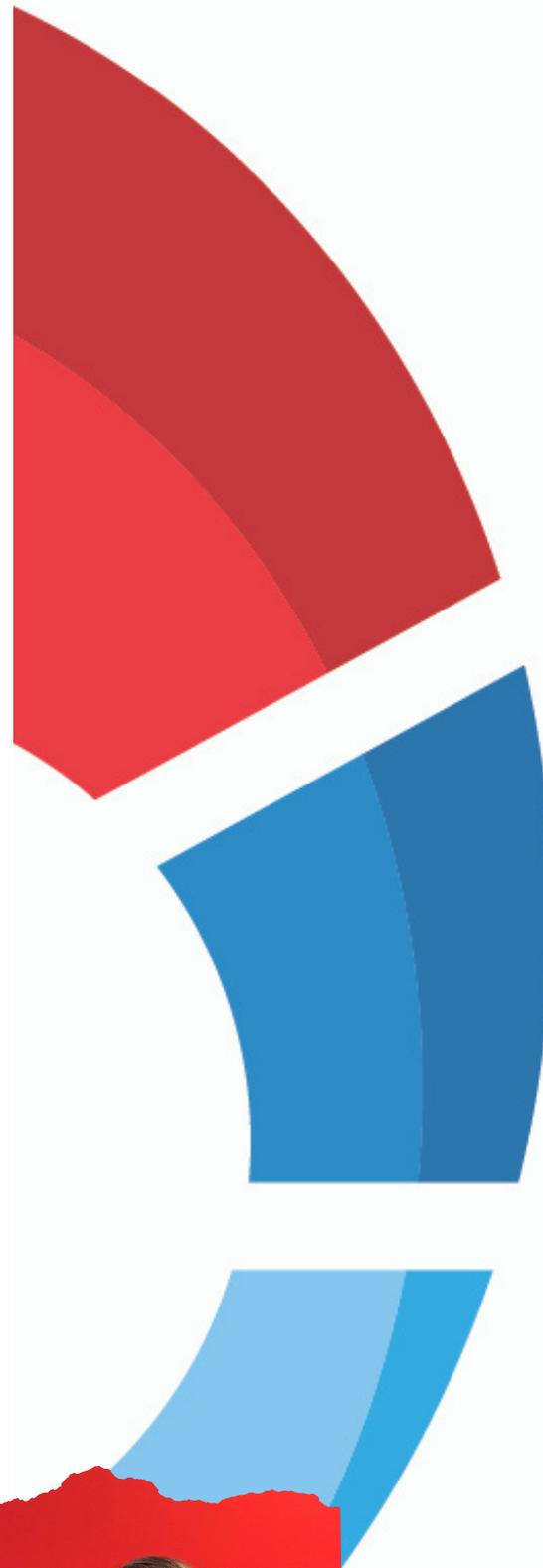
NOSS Tasmania currently supports 104 Community Access Clients. Although we were temporarily affected by COVID19, we are thankful that NOSS Tasmania has retained most of our clients in the long run. This is a credit and testament to the care and work of particularly our frontline staff.

I'd offer my particular thanks to all our carers for the high standard of their work and care reflected in these numbers and their contribution to NOSS Tasmania's business stability.

I'd also express my thanks to Helen Chequer for her faithful and seemingly tireless work in maintaining the financial records and providing the financial reports to the board.

ANNA CONNORS

BBus



Independent auditor's report

To the members of NOSS Tasmania Inc.

We have audited the accompanying financial report, being a special purpose financial report of NOSS Tasmania Inc., which comprises the statement of financial performance, the statement of financial position, the statement of changes in equity and the statement of cash flows for the year ended 30 June 2020, notes comprising a summary of significant accounting policies and other explanatory information and the Committee of Management's assertion statement.

The Committee of Management's responsibility for the financial report

The committee of management are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the financial reporting requirements of the Associations Incorporation Act (Tasmania) 1964 and the Australian Charities and Not-for-Profit Commission Act 2012 and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian auditing standards. Those 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 is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the 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 financial report that gives a fair presentation, 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Qualification

As is common for organisations of the type, it is not practicable for NOSS Tasmania Inc. to maintain an effective system of internal control over donations, subscriptions and other fund raising activities until their initial entry in the accounting records. Accordingly, our audit in relation to such items was limited to amounts recorded.

Qualified Opinion

In our opinion, with the exception of the abovementioned qualification, the financial report presents fairly, in all material respects the financial position of NOSS Tasmania Inc., as at 30 June 2020 and of its financial performance for the year then ended and complies with Australian accounting standards to the extent described in Note 1.

Basis of accounting and restriction on distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's reporting responsibilities under the Associations Incorporation Act (Tasmania) 1964 and the Australian Charities and Not-for-Profit Commission Act 2012. As a result, the financial report may not be suitable for another purpose.



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Craig Preece
Chartered Accountant
RCA No. 271

Dated 4 November 2020

NOSS TASMANIA
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	Revaluation Reserve	Retained Earnings	Total
Balance at 1st July 2018	-	815,356	815,356
Net Surplus for the year	-	(11,785)	(11,785)
Net gain/(loss) on revaluation of assets	-	-	-
Balance at 30th June 2019	-	803,571	803,571
			0
Balance at 1st July 2019	-	803,571	803,571
Net Surplus for the year	-	565,017	565,017
Net gain/(loss) on revaluation of assets	-	-	-
			0
Balance at 30th June 2020	-	1,368,589	1,368,589

NOSS TASMANIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
CASH FLOW FROM OPERATING ACTIVITIES		
Net Surplus/(Deficit)	565,017	(11,785)
Add/(Less)		
Interest income	(6,097)	(17,658)
Depreciation	14,868	17,231
Adjustments for movements in:		
Trade debtors	(155,186)	(201,803)
Prepayments	(8,700)	21,420
Sundry creditors	57,986	14,291
Trade creditors	309,910	(5,510)
Liability for annual leave	34,605	20,157
Liability for sick leave	4,622	4,524
Liability for LSL	853	(25,672)
Liability for employee expenses	(1,177)	(2,258)
Liability for GST	(1,058)	(2,122)
Net cash provided by operating activities	815,644	(189,183)
CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(428,492)	(20,224)
Interest income	6,097	17,658
Net cash provided by (used in) investing activities	(422,395)	(2,566)
Net increase in cash held	393,249	(191,749)
Cash at beginning of the financial year	629,469	821,218
Cash at end of the financial year	1,022,717	629,469
Cash comprises the following amounts in the Statement of financial Position:		
Petty cash float	700	610
General account	169,114	22,146
Investment accounts	852,903	606,713
Cash at end of the financial year	1,022,717	629,468

NOSS TASMANIA

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The significant accounting policies that have been adopted in the preparation of this financial report are:

(a) **Basis of Preparation**

This financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of the Australian Charities and Not-for-profits Commission Regulations 2013. The Board of Management has determined that the association is not a reporting entity as they believe that all financial stakeholders have full access to the information they need to confirm the proper accountability of the association.

The financial report covers NOSS Tasmania as an individual entity. NOSS Tasmania is an association incorporated in Tasmania under the Association Incorporation Act 1964 and registered with the Australian Charities and Not-for-profits Commission.

The financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values, or except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by NOSS Tasmania in the preparation of this financial report. The accounting policies have been consistently applied, unless otherwise stated.

b) **Revenue Recognition**

All revenue is stated net of the amount of goods and services tax (GST) if applicable.

Grant monies are taken up as revenue when received.

c) **Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

The GST recoverable from, or payable to, the ATO is included as a current asset or liability in the statement of financial position.

Cash flows are presented in the cash flow statement on a net basis.

d) **Income Tax**

The net profit of the Association is exempt from income tax under Section 50-5 of the Australian Income Tax Assessment Act 1997.

e) **Cash**

For the purposes of the Statement of Cash Flows, cash includes cash on hand, and at call deposits with banks or financial institutions.

f) **Receivables**

The terms of receivables are 30 days from the date of invoice, and are reviewed on an ongoing basis.

g) **Investments**

Non-current investments are measured on the cost basis.

h) **Property, Plant & Equipment**

Land and Buildings are carried at the cost of purchase.

Depreciation has been provided on non-current assets using the diminishing value method so as to write off the assets over their estimated useful lives in accordance with accounting standards and applicable Accounting Concepts. A current list of all existing assets is kept by the Association.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts

i) **Payables**

Represent liabilities for payroll deductions, goods and services provided, and ordered prior to the end of the financial year and which are unpaid. Trade accounts payable are settled on normal commercial terms.

j) **Employee Entitlements**

Provision is made for the associations liability for wages, salaries and annual leave is measured as the amount unpaid at the reporting date at current pay rates in respect of employee's service up to date.

A provision for long service leave is recognised after seven years service on a pro rata basis and is measured at current rates and classified as a non-current liability. Long service leave entitlements that are unconditional are classified as current liabilities and measured at current rates



NOSS Tasmania Inc.

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