



Westhaven

Live how you choose.



2021 ANNUAL REPORT

Westhaven acknowledges the Tubbagah people of the Wiradjuri nation and the Wilyakali people of the Wiljari nation, the traditional owners on whose land our offices are located and pay respect to all first nations people and their elders past, present and emerging.

Westhaven acknowledges and thanks all of the members, staff and participants featured in the photos of this report.



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Westhaven is proud to display the Tick of Charity Registration from the Australian Charities and Not for Profit Commission. It is a representation that we are registered, transparent and accountable, which can give you peace of mind.



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Who we are and What we do



Westhaven is a not for profit charity in NSW, which reinvests all profits back into supporting people with disability. Westhaven has been supporting families in our communities for over 60 years, through our focus on quality and flexible disability services including social support, living arrangements and employment services.

Our Purpose

We provide ways for Adults, Children and Young People with a wide range of disabilities to live life the way they choose.

Our Vision

Live life the way you choose.

Our Values

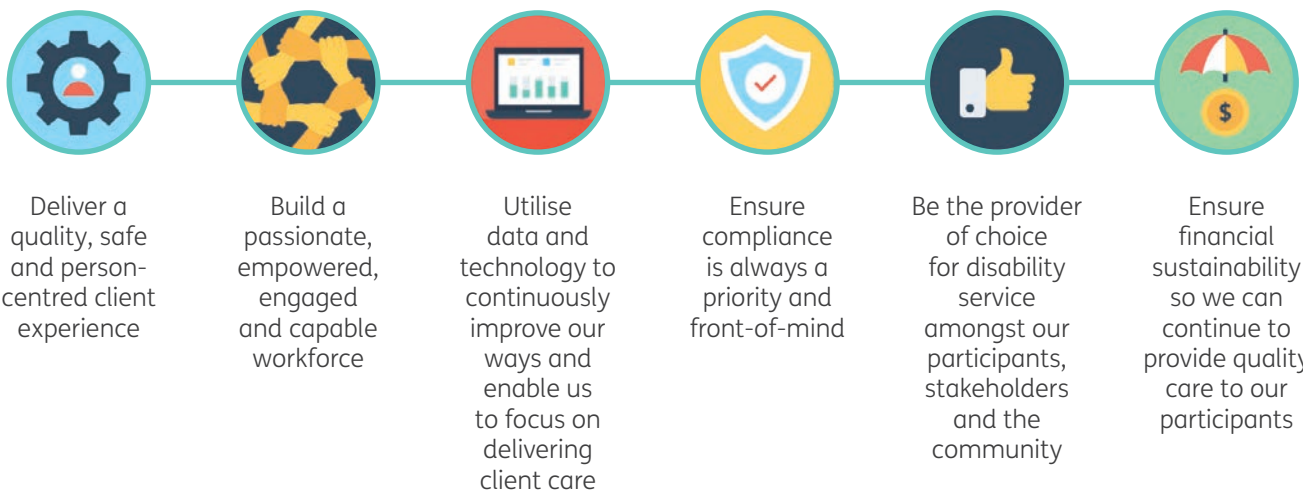
At Westhaven, people are at the centre of everything we do. This means we value CHOICE:

- Connections
- Happiness
- Opportunities
- Individuality
- Cooperation
- Equity



Strategic Pillars

Strategic Pillars have been implemented in order to deliver the organisation’s vision to enable “adults and children with a wide range of disabilities to live life the way they choose.”



CEO & Chairman's Report



Westhaven faced another challenging year, ongoing lockdowns and the closure of several areas of the business due to COVID 19. The staff worked with participants and their families to ensure that we could continue to provide a safe and compliant service, and was also engaging and helping participants achieve their outcomes.

There were a lot of video conference calls with family and friends in order to stay connected. There were also plenty of healthy competition between the participants as they accepted various stay at home challenges and worked with staff to see who could create the best homemade paper hat, complete a jigsaw, bake bread and many other fun and interesting activities that we all joined in with as we got through stay at home orders and lock down.

Of course we are not through this pandemic yet and the safety of our participants and staff is our highest priority. We have demonstrated we have a resilient team who have achieved amazing things in very challenging conditions.

In FY20/21 we achieved a good financial result with revenue growing to almost \$60M and achieving a small surplus. This was driven by expansion in our services across Dubbo, Orange and Broken Hill as well as increasing demand for our services from outside of these areas. This was achieved through tight

financial cost management and running a very lean corporate support function.

We are continuing to invest in our quality and risk management systems and in February completed our NDIS audit and were advised that Westhaven had complied with the high standards set by the NDIS.

FY20/21 was also a transformation year as we launched several new business offerings and re-structured the organisation to ensure our focus remained on delivering high quality


disability services to Children and Young People and Adults.

Following a strategic review with the Board of our property operations, a new property trust was created to house Westhaven's property assets. Called the Excelsior Fund this will allow social impact capital to

invest alongside Westhaven, in developing a larger portfolio of Specialist Disability Accommodation (SDA).

The team worked with architects, designers, support workers, participants and their families to design new houses which are both fit for purpose and beautifully designed that will be homes to live in, that support our mission and purpose to help people live the life they choose.

In FY20/21 we
achieved a good
financial result with
revenue growing to
almost \$60M and
achieving a small
surplus.



A new property services company called Zapti was also launched during the year which will focus on delivering property and facility management services supporting property for people with a disability.

The core of the Westhaven business remains providing Disability services for Children and Young People and Adults but these new businesses will allow growth and expansion into a growing segment of the market.

Engagement with all stakeholder groups is continuing to grow and includes the Client Council where people with a disability can have a say in how the operations and service is delivered at Westhaven. We also have staff and client surveys to understand how the organisation is performing as well as lots of collaboration with partners in the disability sector.

The team at Westhaven continue to do an amazing job, it is your passion, innovation, resilience and commitment to client outcomes that drives our organisation, and we would like to say thank you to all of them.



Matthew Irvine
Chairman of the Board

Andrew Everett
CEO

Governance



The number one priority of Westhaven is to deliver a high quality, safe and person-centered experience.

The Westhaven Governance Framework plays an important role in ensuring that the support and services delivered meet Westhaven's strategic aims and the high expectations of the participants, children and young people we support.

At Westhaven we understand that effective governance is everyone's business and goes beyond compliance. Westhaven aims to achieve great outcomes by continuously improving the quality and safety of support in the following areas:

Having a vision for the future

Partnerships

Safety Culture

Continuous learning and improvement

Leadership

Teamwork

Focus on Quality Improvement

Westhaven welcomed the NDIS Quality and Safeguarding Commission auditors in a two-phased audit approach which was successfully completed in February 2021. Westhaven received positive feedback on achieving best practice in several areas, in particular for having:

- A well-managed part of the business that produces life changing outcomes for our participants, children and young people.



- Highly effective operational practices, governance arrangements and management systems related to safety, human resource and financial management.

The Office of the Children's Guardian (OCG) also commenced the renewal assessments. Westhaven received positive feedback from the OCG and were impressed with the prioritisation and focus on the needs of the Children and Young People receiving support.

Corporate

Westhaven Corporate Office buildings were traditionally designed to accommodate desks and had not been refreshed since they were established over 40 years ago. The fundamental purpose of the office is changing from a production warehouse to an environment of innovation. As a result, the workplace needed to offer a diverse setting that encouraged collaboration, 'out-of-the-box' thinking and employee performance. The staff, participants, children and young people earlier in 2020 had come together in workshops in the design of these spaces to ensure that this enabled us to build a space that encouraged collaboration

Westhaven took the opportunity during the temporary closure of our services and offices in response to COVID-19 to refurbish our corporate sites. The new office aligned with the new ways of working, to encourage collaboration and co-working spaces and to help attract and retain the best talent. Westhaven ensured that we involved local providers.

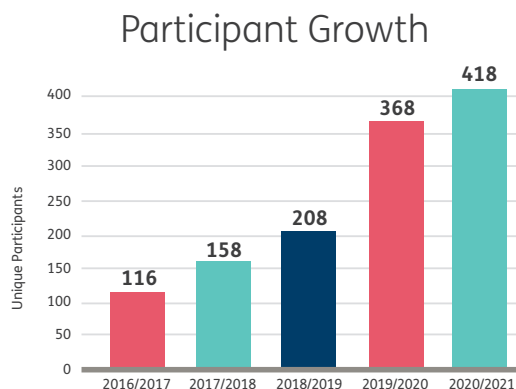
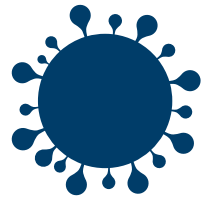
The innovative spaces were also aligned with inclusion for employees, participants, children and young people with the safe environment inclusive of the new COVID-19 safe spaces.



Year at a Glance

Our response to COVID-19 pandemic

In mid March 2020, Westhaven took the threat posed by COVID-19 to our employees, participants, children and young people (CYP) and our community extremely seriously. Westhaven refined the business continuity plans and a crisis management plan since the global pandemic emerged. Westhaven's focus has always been to ensure that support can continue to be delivered to those vulnerable people we support and that the safety of our staff and participants is maintained. Westhaven took immediate action to suspend supported employment, centre and community based services. Employees had options to be deployed to our accommodation services.

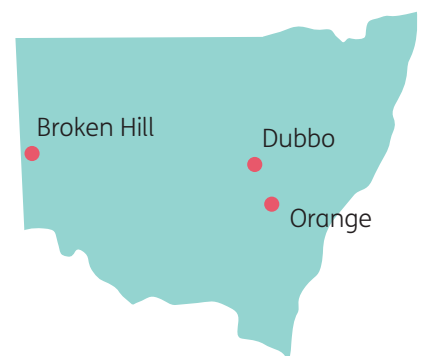


418

participants supported to achieve their goals and live life how they choose.




Average **17,200** hours of services delivered to adult participants fortnightly.



168 participants attended **Community Access programs.**

Children & Young People

31  Delivered residential children's services for **31** CYP

Delivered respite and community care services for **28** CYP

28 

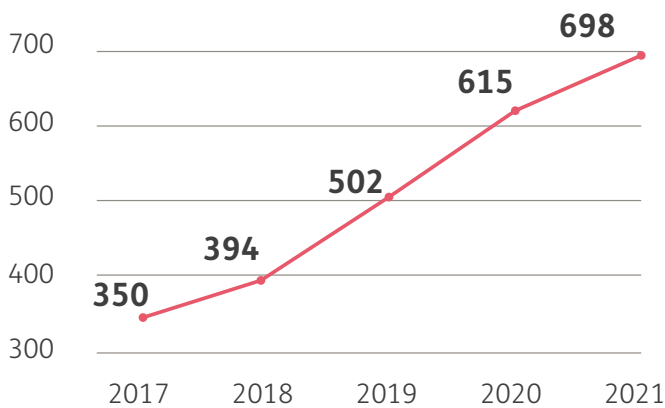


Average **9,990hrs** hours per fortnight of service delivery for Children's service **257,400** per year.



Staffing and Engagement

Staff Growth



Overall Employment Inclusivity 54%

Aboriginal & Torres Strait Islander **16%**

Culturally & Linguistically Diverse **38%**

2021 Staffing



45%
MALE



55%
FEMALE



Over the past year the CEO held a series of pulse sessions which included staff from all areas of the business. We also run a series of monthly pulse surveys throughout the year where staff have the opportunity to provide feedback and input. Some of the highlights that came from these surveys were staff felt we were an inclusive organisation:



Employer of Choice



Informed about the Westhaven activities



Opportunities and support for career progression



Over **25,960** hours of training delivered = **60** hours/employee

Our Services

Westhaven offers a diverse range of services including social, recreational and community participation for Adults and Children and Young People with disability.

At Westhaven our services are designed to provide positive and meaningful experiences and support our participants to:

- Maintain or to become more independent
- Obtain gainful employment
- Meet their goals
- Develop skills
- Access the community
- Assist people with their daily disability support needs
- Live life the way they choose.



Noah



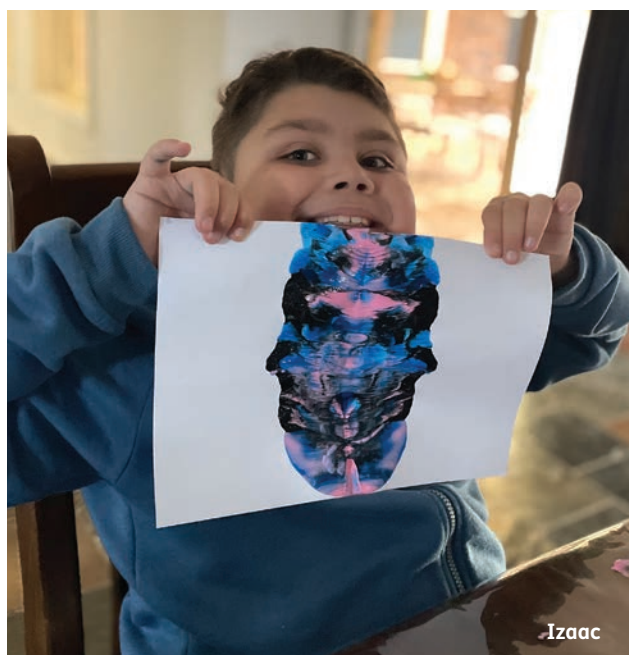
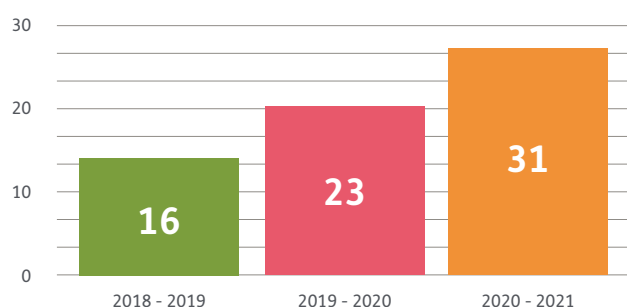
Children & Young People (CYP)

Westhaven Children Services is one of four (4) specialist service providers across New South Wales who deliver the Intensive Therapeutic Care for Children and Young People (CYP) with Significant Disabilities (ITC-SD) program in both Dubbo and Orange, funded by the Department of Communities and Justice (DCJ). The Children Services team supports CYP who have extremely high support needs related to a disability, or multiple disabilities and who have experienced severe forms of trauma, neglect, abuse or adversity. The CYP within this model of care require 24/7 care within a safe, supportive environment.

The ITC-SD program is delivered within a therapeutic environment with a strong focus on skill and capacity building of the CYP to reach their full potential and live the life they choose. Westhaven is committed to delivering high quality, child-focused service that hears, understands and advocates for the voice of

every CYP in care. Westhaven Children Services also supports CYP with Community Participation and Short Term Accommodation (Respite) services funded through the National Disability Insurance Scheme (NDIS) which involves CYP being supported to access the local community engaging in skill building, peer interaction and working towards goals identified through their NDIS plans.

Number of CYP supported by Westhaven Children Services within a residential care setting.



All Aboriginal CYP have Cultural Plans

- **96%** CYP are enrolled in formal education
- **3** CYP successfully transitioned from ITC-SD - Westhaven Adult - SIL program

Adult Services



Supported Independent Living

We provide safe, secure and engaging accommodation, to empower people living with a disability to live as independently as possible whilst building their skills. Each participant is provided an individual package which is tailored to meet their needs. Staff

working at Westhaven are provided training to enhance their emotional intelligence to be able to provide empathetic and resilient support to all participants at Westhaven.

In-Home Support

In-Home Support is designed to assist participants to live as independently as possible. Support is aimed at ensuring participants have choice and control over the services they receive. Services are designed to assist people

with day-to-day tasks, to develop or maintain skills and to achieve goals. In-Home Support services are available to those living alone or with others



Dianne

Supported Employment



Our employment arm of the business was closed due to Covid-19 restrictions from March 2020 through until we re-opened, with limited employment offerings in December 2020. During this period we lost a lot of business contracts that had been established for many years working out in the community. Initially we recommenced with our Yardcare & Mowing crew, and when we opened our doors again for business in January 2021 our Two Sheep Ugg boot manufacturing crew returned to work.

Westhaven continues to offer supported employment in Dubbo and provide the following opportunities:

- Two Sheep for your Two Feet ugg boot manufacturing and woolen products
- Yard care and Mowing services

Employment at Westhaven will provide you with a variety of skills, on the job training and will also assist you to develop skills for the future.

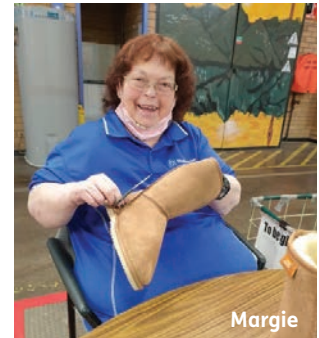
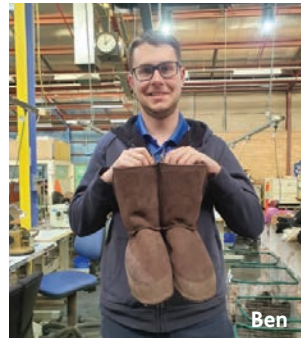
Customised Employment Program

Customised Employment is a person-centred approach to employment supports and services.

The goal of customised employment is to tailor a job to fit the skills, interests, strengths and support needs of a person with disability whilst meeting the needs of business.

Customised Employment with Westhaven consists of 3 key stages:

1. Discovery
2. Job Carving
3. Post placement support.



School Leavers Employment Support

Westhaven is a registered provider for the School leavers Employment Support program (SLES).

This NDIS package focuses on supporting Year 12 school leavers to gain the skills required to transition into employment. Focusing on personal development, participants plan their own pathways enabling choice in a combination of individual, social & community activities working towards employment as an outcome. We provide assistance and coaching with the following:

- Computer and job search skills
- Resume writing & interviewing skills
- Job site training & work experience
- Travel training, including help to obtain a drivers licence.

Our Stories



Robert & Jock

Participants Robert and Jock have been supported by Westhaven Supported Independent Living (SIL) for the past few years and were living within their own outlets separately and staffed 2:1 for a significant amount of time.

Over the past 12 months the Support Staff and Team Leaders have been able to commence compatibility work with both participants over a series of BBQ dinners and time spent engaging within a friendship with each other to work towards their NDIS goals of living with other participants in a shared accommodation setting.

Westhaven was successful in integrating both Robert and Jock into a new service outlet to live together on 03 May 2021. This was a fantastic achievement by the Support Staff, Team Leaders and external stakeholders to ensure this a smooth transition. Both participants now share a special friendship together and look forward to achieving more goals individually and shared to come.



Robert & Jock

Andrew

Andrew has been supported to receive funding to complete all necessary hours of learning hours via a driving teacher over the past 3 years. Through this support and encouragement Andrew completed all required driving lessons and successfully completed his provisional driving test and received his licence on the first go!



Andrew

Social, Recreational & Community Participation



Our programs give people with disabilities the opportunity to be involved in their community and enjoy a range of meaningful social, recreational and leisure activities focusing on skill development, education and assistance with achieving goals.

Participants are offered choice and control to customise and create a program to suit their needs. We offer centre based group, one-on-one or small group programs. Programs can include swimming, ten pin bowling, computer skills, painting and craft, baking and cooking skills, sport, fitness or therapeutic activities.



Community



Throughout the year, Participants at our Day Centres in Dubbo and Broken Hill have joined in a variety of fun activities that included learning skills to work towards their personal goals.

With planned programs like Rainbow Day which included cooking skills, gardening where participants learn sustainability and how to grow their own produce and Cultural programs including Sorry Day where participants spoke about the history of Australia and the Nations First People and how we can honor them in today's society. Through these programs our staff support participants to live how they choose.



IT & Digital



Digital Readiness

COVID-19 has demonstrated the importance of digital readiness, which allows business and life to continue as usual – as much as possible – during pandemics. Building the necessary infrastructure to support a digitised world and stay current in the latest technology has been essential for Westhaven to remain competitive in a post-COVID-19 world, as well as take a human-centred and inclusive approach to technology governance.

Improved Communication for families

Co-Development and Implementation of an app to allow participants and families to stay in touch. Memories is an app that allows the activities of participants to be posted, which then family and friends can like and comment on. It is a wonderful way to allow participants to continue to feel connected amongst COVID lockdowns.

Data & Insights, powered by Google

Westhaven continues to gain actionable insights using the power of Google Workspace

in conjunction with our various business systems to identify trending information allowing Westhaven to respond with swift corrective action.

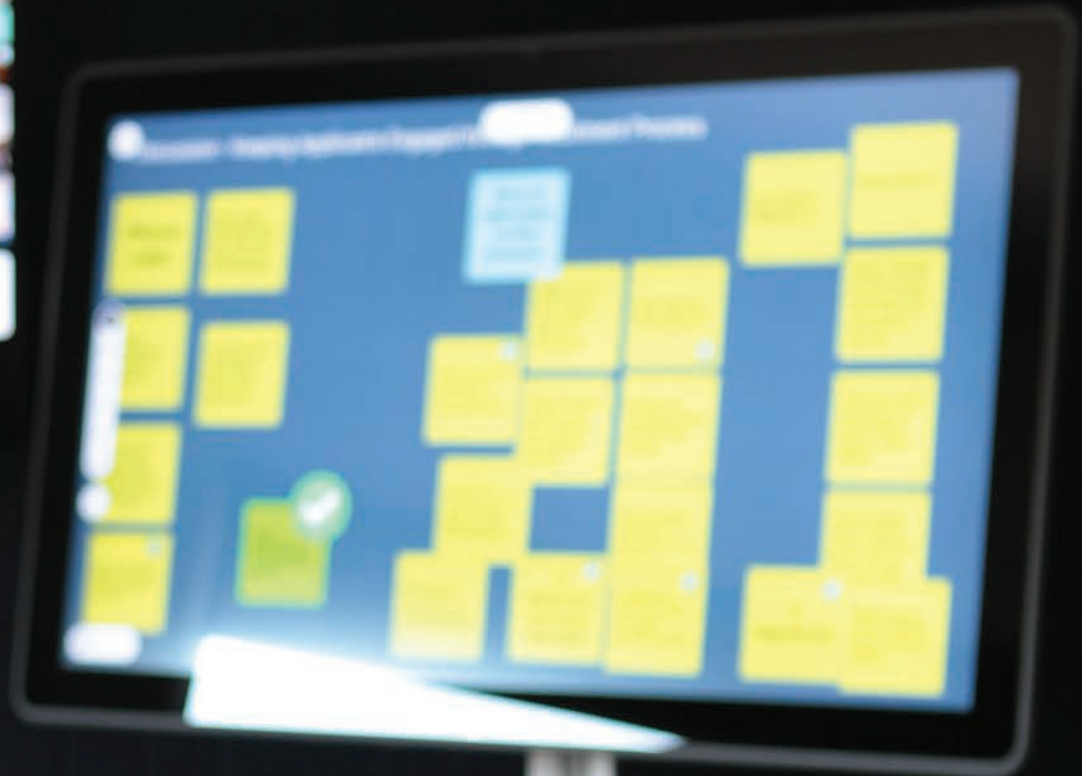
Continued Technology Focus for Westhaven

Cyber-Security

As remote working becomes more prevalent for Westhaven so too must our focus shift to Information Security. Since the start of the COVID-19 pandemic, there has been a sharp increase in cyber-attacks and security breaches across the globe.

As staff access Westhaven systems on a wide variety of devices from an even wider variety of locations, we need to continue to ensure not only our Services and Devices are secure but our staff are also more aware of the dangers surrounding digital threats such as phishing and ransomware.





Property



February 2021 saw Westhaven launch Zapti Ltd, a specialised facility management service for disability accommodation. With a combined 30+ years of experience, our team understands what people want and need when it comes to their homes. We have perfected our unique model over three years, while operating within Westhaven.

This model is available to all Disability Service Providers and participants in Dubbo, Orange, and Broken Hill.

Our mission is to enable a safe and person-centred experience for people with a disability. To do this we provide best-in-class, specialised facility management and sustainable, safe homes.

We select, establish (set-up), and maintain homes that maximise participant independence. With many years of industry

experience and deep local knowledge, our team has a strong understanding of the experiences, needs, and wants of our participants.

Since commencement of operations the Zapti team have completed 2000 property requests via Westhaven and Excelsior Housing Services and provided ten new homes across the Adult and Children's Services departments.

The new financial year will see Zapti seeking registration to complete NDIS home modifications to bring this much needed service online.

We are looking forward to the organic growth of the entity and being able to provide this wonderful service to other regional Disability Support Providers.

Property search

Find the right home for your needs.

Property establishment

Furnish your home for comfort, access, and safety.

Property repairs

Get help when and where you need it - no job is too small.

Scheduled maintenance

Ensure your facilities are maintained to current Australian standards.

NDIS property modifications

Coming soon!
Make properties more livable using your NDIS plan.



In February 2021 Westhaven launched its new Disability Housing organisation, Excelsior Housing Services.

In its first five months of operation Excelsior Housing Services became an NDIS Registered Specialist Disability Housing provider, and commenced management of Westhaven's property portfolio and tenancy management services.

In FY20/21 Excelsior Housing Services achieved a strong financial result.

The investment in Excelsior Housing Services builds on Westhaven's strength and reputation as a regional disability sector leader, its well maintained asset portfolio, and its experience in the management of disability housing tenancies.

As the operating arm of the Excelsior Fund, Excelsior Housing Service creates separation of support and accommodation services. This strategy was widely encouraged at the onset of the NDIS, as it creates choice and control for NDIS participants with support and accommodation being contracted and funded separately.

In the constrained operational environment caused by the global pandemic Excelsior Housing Services has used innovative technology to improve client outcomes, response times and creates opportunities to deliver services across a wide geographical area.

We are excited to see Excelsior Housing Services grow and strive toward its potential over the next financial year as it develops opportunities to partner with other Disability Support Providers.



- **85** Properties Under Management

Board of Directors



Westhaven's Board of Directors consists of 7 Non-Executive Directors who work with the CEO by assessing Westhaven's overall business and compliance performance. The Board brings a wealth of knowledge and expertise which augments Westhaven's ability to grow as an organisation.

Each of these Directors:

- believe that every person deserves the chance to lead a rewarding life
- has business experience
- understands the principles of good governance
- is committed to the concept of social justice

Matthew Irvine

Chairman

Matthew joined the Board in 2017. He is a Graduate and Fellow of the Australian Institute of Company Directors (FAICD). Matthew has a high degree of financial literacy with extensive experience in analysis and forecasting. He also has postgraduate qualifications in strategy, risk, corporate ethics, industry relations corporate and community governance. Matthew currently chairs several community-focussed organisations serving the people of Western NSW. Matthew has been Chair of the Board since 2018 and is also a member of the Westhaven Finance Committee and the Westhaven Corporate Governance Committee.



Grahame Marchant

Director and Chair of the Finance Committee

Grahame has been a Non-Executive member of the Westhaven Board since 2014. He has an Associate Diploma in Local Government Administration. Grahame is a retired Local Government Director of Administration and Finance and brings considerable skills and experience to the Westhaven Board in areas including Corporate Governance, Strategic Planning, Financial Planning and Reporting, Risk Management and Asset Management. Grahame is currently an independent member and Chairman of Audit, Risk & Improvement Committees at multiple Councils across Northern and Central West NSW. Grahame is also Chair of the Westhaven Finance Committee.



Diane Gray

Director

Diane joined Westhaven as a Non-Executive Director in September 2019. She is a member of the Westhaven Corporate Governance Committee and Culture Working Group. Diane has over 25 years of experience working with people with disabilities in learn-to-swim and high-performance swimming and aquatic therapy and has a family member (brother) born with an intellectual disability. Diane has post grad qualifications in Marketing & HR Management.



Grant Simpson

Director

Joining the Westhaven Board in 2018, Grant brings over 27 years of leadership experience in marketing and not-for-profit organisations. He is currently the CEO of leading northern Sydney aged care services provider MWP Care Ltd and previously held the roles of Foundation Director for Neuroscience Research



Australia (NeuRA) and Director, Marketing & Fundraising at Anglicare. Grant is a Graduate of the Australian Institute of Company Directors (GAICD) as well as a member of the Australian Institute of Management and Fundraising Institute Australia. Grant is also a member of the Excelsior Fund Investment Committee representing the Westhaven Board and a Non-Executive Director of Zapti Ltd. He was appointed to both these positions in February this year.

Andrew Abel
Director

Andrew joined the Westhaven Board in 2019 and brings a wealth of business and financial knowledge and experience to the Westhaven team. He has post graduate qualifications in Professional Accounting. Andrew is a Fellow of the Institute Of Public Accountants and the Institute of Financial Accountants and is a Graduate of the Australian Institute of Company Directors (GAICD). He is currently sole Director of Invented Future Pty Ltd. Andrew is also a member of the Westhaven Finance Committee.



Andrew Harvey
Director and Chair of the Corporate Governance Committee

Andrew joined the Westhaven Board in 2016 and is currently Chief Executive Officer of Community Options Australia Limited. Andrew brings over 25 years of management experience in local government, community and the not for profit sector in New Zealand and Australia. He previously held the roles of Chief Executive Officer of the Western Health Alliance Ltd which operates the Western NSW Primary Health Network and CEO of the Darling Downs South West Queensland Medicare Local Limited. Andrew has a Bachelor of Agricultural Science, a Graduate Certificate in Management and is a Graduate of the Australian Institute of Company Directors (GAICD). Andrew also brings over 15 years experience working in Local Government management roles across Australia and New Zealand. Andrew is also the Chair of the Westhaven Corporate Governance Committee.



Melissa Ashton-Garard
Director

Melissa joined the Westhaven Board in 2018 and brings experience in strategy development and business factors including legal, contractual, financial and marketing. Melissa holds post graduate certification in Law and is a Graduate of the Australian Institute of Company Directors (GAICD). Melissa is also a member of the Westhaven Corporate Governance Committee and Culture Working Group.



Senior Leadership Team

The Westhaven Executive Leadership Team is led by CEO Andrew Everett.

The leadership team continually focuses and aligns the purpose and values of the organisation to support the outcomes of participants, children and young people to live life the way they choose.

Each of the members in our leadership team bring their own experience, qualities and skills to enable service delivery to be led by participant-focused outcomes supported by a culture of digital innovation, data and insights and empowered decision making to realise Westhaven's vision.

Senior Leadership Team



Andrew Everett
Chief Executive Officer



Peter Jones
Chief Financial Officer



Lynda Haksteeg
General Manager of Corporate Services



Ben Camilleri
Director of IT & Digital Services



Cath Deveigne
General Manager of
Children's Services



Penny Gibbs
General Manager of Adult Services



Karen Meredith
EA to CEO



Sarah Rapley
General Manager of Zapti



Andrew Pansini
General Manager of
Excelsior Housing Services

Client Council

Client Council provides an opportunity for people with disability to participate in the decision making of the organisation and provide feedback to the leadership team and the board on how the services are experienced by the people with disability. Council meetings were held quarterly.

John Case
Codee Holmes
Mel Rule
Peter Fraser

Peter Ward
Christopher Marshall
Nathan Hudson
Stephen Sharp

Petrina Byrne
Alison Warn
David Burgess
Trish Deveigne

Josephine Schofield
Malcolm Chapman

A Warm Thank You

Westhaven would like to thank the following organisations and individuals that partnered with us through the 2020-2021 year. Thank you for your support, collaborative work and dedication to helping us provide environments that allow adults, children and young people to live life the way they choose.

Our Partners and Major Supporters



Communities
& Justice



Lassio
@ work

WOODS
BAGOT



Google



HERBERT
SMITH
FREEHILLS

Deloitte.



MICAELA OUTTRIM

UNITECH
SOLUTIONS



Financials

Extract from the Financial Report 30 June 2021

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WESTHAVEN LIMITED
AND CONTROLLED ENTITIES
ABN 56 000 543 046

FINANCIAL REPORT - 30 JUNE 2021

AUDITOR'S INDEPENDENCE DECLARATION UNDER S307C OF
THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF
WESTHAVEN LIMITED AND CONTROLLED ENTITIES

In accordance with the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Corporations Act 2001*, as lead auditor for the audit of Westhaven Limited and its controlled entities, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there has been:

- (a) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* and the *Corporations Act 2001* in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.



StewartBrown
Chartered Accountants



S.J. Hutcheon
Partner

16 September 2021

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021**

	Notes	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	3,995,821	8,317,897
Trade and other receivables	7	4,034,717	4,831,067
Inventories	8	148,785	196,073
TOTAL CURRENT ASSETS		\$8,179,323	\$13,345,037
NON-CURRENT ASSETS			
Property, plant and equipment	9	26,308,107	20,125,091
Right-of-use assets	10	1,731,038	1,704,469
TOTAL NON-CURRENT ASSETS		\$28,039,145	\$21,829,560
TOTAL ASSETS		\$36,218,468	\$35,174,597
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	3,542,606	4,257,965
Employee benefits	12	3,034,075	2,374,119
Lease liabilities	13	383,236	545,562
TOTAL CURRENT LIABILITIES		\$6,959,917	\$7,177,646
NON-CURRENT LIABILITIES			
Trade and other payables	11	23,294	70,761
Employee benefits	12	627,783	398,077
Lease liabilities	13	1,428,295	1,229,216
TOTAL NON-CURRENT LIABILITIES		\$2,079,372	\$1,698,054
TOTAL LIABILITIES		\$9,039,289	\$8,875,700
NET ASSETS		\$27,179,179	\$26,298,897
FUNDS			
Accumulated funds		27,179,179	14,559,937
Reserves		-	11,738,960
TOTAL FUNDS		27,179,179	26,298,897

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021**

	Notes	2021 \$	2020 \$
Revenue	4	58,783,472	51,581,909
Other income	4	-	11,238
		58,783,472	51,593,147
EXPENSES			
Administration expenses		(778,259)	(801,175)
Client expenses		(844,910)	(724,372)
Cost of sales		(88,590)	(145,320)
Depreciation	5	(905,389)	(1,064,604)
Employee benefits expense		(48,026,078)	(39,964,799)
Finance costs	5	(80,753)	(90,124)
Insurance		(168,319)	(123,386)
Loss on disposal of property, plant and equipment	5	(67,121)	-
Motor vehicle expenses		(507,794)	(545,489)
Professional fees		(3,150,112)	(2,561,768)
Property costs		(443,554)	(376,573)
Rent and utilities		(1,006,198)	(804,348)
Repairs and maintenance		(112,379)	(393,398)
Other expenses		(1,723,734)	(1,373,129)
		(57,903,190)	(48,968,485)
Surplus before income tax		880,282	2,624,662
Income tax expense		-	-
Surplus for the year		880,282	2,624,662
Other comprehensive income		-	-
Total comprehensive income for the year		880,282	2,624,662

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

**STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 30 JUNE 2021**

	Accumulated Funds \$	Consolidated Reserves \$	Total \$
Balance at 1 July 2019	11,935,275	11,738,960	23,674,235
COMPREHENSIVE INCOME			
Surplus for the year	2,624,662	-	2,624,662
Other comprehensive income	-	-	-
Total comprehensive income for the year	2,624,662	-	2,624,662
Balance at 30 June 2020	14,559,937	11,738,960	26,298,897
Balance at 1 July 2020	14,559,937	11,738,960	26,298,897
COMPREHENSIVE INCOME			
Surplus for the year	880,282	-	880,282
Other comprehensive income	-	-	-
Total comprehensive income for the year	880,282	-	880,282
Transfers to (from) reserves	11,738,960	(11,738,960)	-
Balance at 30 June 2021	27,179,179	-	27,179,179

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
(a company limited by guarantee)
ABN 56 000 543 046

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021**

		Consolidated	
	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		2,786,896	3,281,486
Payments to suppliers and employees		(56,162,074)	(50,398,337)
Grants received		21,552,992	19,386,468
NDIS income		30,422,231	30,159,266
Government stimulus		4,257,000	3,808,000
Donations and fundraising		26,827	38,612
Interest received		27,082	35,137
Interest paid - other		-	(8,051)
Interest paid - leases		(80,753)	(82,073)
Net cash flows from operating activities		2,830,201	6,220,508
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		622,919	38,993
Purchase of property, plant and equipment		(7,427,236)	(1,751,372)
Net cash flows from investing activities		(6,804,317)	(1,712,379)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		-	(99,471)
Repayment of lease liabilities		(347,960)	(576,859)
Net cash flows from financing activities		(347,960)	(676,330)
Net increase/ (decrease) in cash and cash equivalents		(4,322,076)	3,831,799
Cash and cash equivalents at the beginning of the year		8,317,897	4,486,098
Cash and cash equivalents at the end of the financial year	8	3,995,821	8,317,897

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
AND CONTROLLED ENTITIES
ABN 56 000 543 046

FINANCIAL REPORT - 30 JUNE 2021

DIRECTORS' DECLARATION

The Directors of Westhaven Limited declare that:

1. The financial statements, which comprises the statement of financial position as at 30 June 2021, and the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - (a) comply with Australian Accounting Standards - Reduced Disclosure Requirements; (including Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
 - (b) give a true and fair view of the financial position as at 30 June 2021 and of the performance for the year ended on that date of the group.
2. In the opinion of the Directors there are reasonable grounds to believe that the group will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Matthew Irvine
Director



Grahame Marchant
Director

Dubbo, 16 September 2021

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
AND CONTROLLED ENTITIES
ABN 56 000 543 046

FINANCIAL REPORT - 30 JUNE 2021

DIRECTORS' DECLARATION
UNDER THE CHARITABLE FUNDRAISING ACT 1991

In the opinion of the Directors of Westhaven Limited:

- (i) The financial statements and notes thereto give a true and fair view of all income and expenditure with respect to fundraising appeals conducted by the organisation for the year ended 30 June 2021; and
- (ii) The statement of financial position as at 30 June 2021 gives a true and fair view of the state of affairs of the group with respect to fundraising appeals conducted by the organisation; and
- (iii) The provisions of the *Charitable Fundraising Act 1991*, the regulations under that Act, and the conditions attached to the authority to fundraise have been complied with by the organisation; and
- (iv) The internal controls exercised by the group are appropriate and effective in accounting for all income received and applied by the organisation from any of its fundraising appeals.

This declaration is made in accordance with a resolution of the Board of Directors.



Matthew Irvine
Director



Grahame Marchant
Director

Dubbo, 16 September 2021

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
AND CONTROLLED ENTITIES
ABN 56 000 543 046

FINANCIAL REPORT - 30 JUNE 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
WESTHAVEN LIMITED AND CONTROLLED ENTITIES

Opinion

We have audited the accompanying financial report of Westhaven Limited (the parent entity) and Westhaven Limited and its controlled entities (the group) which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Directors' Declaration of the consolidated entity comprising the parent entity and the entities it controlled at the year's end or from time to time during the financial year.

In our opinion the financial report of Westhaven Limited (the parent entity) and Westhaven Limited and its controlled entities (the group) is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the group's financial position as at 30 June 2021 and of its financial performance for the year then ended, and
- b) complying with Australian Accounting Standards - Reduced Disclosure Requirements 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 Responsibility for the Audit of the Financial Report* section of our report. We are independent of the group in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and 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 confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Directors of the group, would be in the same terms if given to the Directors as at the time of this auditor's report.

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

Directors' Responsibility for the Financial Report

The Directors of the group are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the group or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the group's financial reporting process.

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
AND CONTROLLED ENTITIES
ABN 56 000 543 046

FINANCIAL REPORT - 30 JUNE 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
WESTHAVEN LIMITED AND CONTROLLED ENTITIES

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.

A further description of our responsibilities for the audit of the financial report is located at *The Auditing and Assurance Standards Board* and the website address is <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.

Report on Other Legal and Regulatory Requirements

In addition, our audit report has also been prepared for the members of the group in accordance with section 24(2) of the *Charitable Fundraising Act 1991*. Accordingly, we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the *Australian Charities and Not-for-profits Commission Act 2012*. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the *Charitable Fundraising Act 1991* and Regulations.

It should be noted that the accounting records and data relied upon for reporting on fundraising appeal activities are not continuously audited and do not necessarily reflect after the event accounting adjustments and the normal year-end financial adjustments for such matters as accruals, prepayments, provisioning and valuations necessary for year-end financial report preparation.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial report. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

The audit opinion expressed in this report pursuant to the *Charitable Fundraising Act 1991* has been formed on the above basis.

These pages are an extract from the general purpose financial report

WESTHAVEN LIMITED
AND CONTROLLED ENTITIES
ABN 56 000 543 046

FINANCIAL REPORT - 30 JUNE 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
WESTHAVEN LIMITED AND CONTROLLED ENTITIES

Auditor's opinion

Pursuant to the requirements of Section 24(2) of the *Charitable Fundraising Act 1991* we report that, in our opinion:

- a) the financial report gives a true and fair view of the financial result of fundraising appeal activities for the financial year ended 30 June 2021; and
- b) the financial report has been properly drawn up, and the associated records have been properly kept for the period 1 July 2020 to 30 June 2021, in accordance with the *Charitable Fundraising Act 1991* and Regulations; and
- c) money received as a result of fundraising appeal activities conducted during the period 1 July 2020 to 30 June 2021 has been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991* and Regulations; and
- d) at the date of this report there are reasonable grounds to believe that group will be able to pay its debts as and when they become due and payable.



StewartBrown
Chartered Accountants



S.J. Hutcheon
Partner

16 September 2021

These pages are an extract from the general purpose financial report





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