



ANNUAL 2019/20 REPORT

Looking ahead 2020



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LOOKING AHEAD.

The Chair and the CEO are pleased to present to you the Kurri Kurri Community Services LTD (KKCS) 2019/20 Annual Report.

ANOTHER **SUCCESSFUL YEAR**

KKCS continued to grow and evolve in 2020, notwithstanding the significant global disruption brought about by the Covid pandemic and continued closure of much of the Centre (due to rebuilding works). As traditional revenue streams have either shrunk or ceased to exist, KKCS has deepened its connection to

our community while also increasing the range and depth of services we provide. Through strong leadership our fundamentals have strengthened with exciting opportunities for the community and continued success on the horizon.

COVID PANDEMIC

KKCS was significantly impacted by the Covid pandemic in FY2020. Upon the emergence of Covid, KKCS activated our standing pandemic and infection control plans. Early execution of these plans allowed KKCS to quickly adjust our operating model so we could continue to deliver the majority of our services while safeguarding the wellbeing of our clients, staff and community members. Whilst Covid had a massive impact upon KKCS from operational and financial perspectives, we are pleased to report that no KKCS staff, clients or supported community members were infected.

FINANCIAL PERFORMANCE

The Covid pandemic had and continues to have a material impact upon KKCS financial performance. Top line income was negatively impacted in FY2020 due to client fears of Covid infection and desire to self-isolate, resulting in the postponement or reduction of many services. KKCS also experienced an increase in direct and indirect costs as we implemented our pandemic plan. These negative impacts were offset in part by government programs including the JobKeeper program that provided wage support for a large portion of the KKCS workforce.

Taking into account the impact of Covid, KKCS performed well in 2020 generating an operating profit of \$210,013. Income did decrease YOY by 2% to \$12.19 million due to the direct impact of Covid. Despite this decrease in income, tight cost controls and the government support programs, allowed KKCS to achieve an operational profit and a 5% growth of net assets on our balance sheet.

CORPORATE GOVERNANCE AND STRATEGY

The quality of KKCS' governance framework was demonstrated in FY2020 by our response to Covid. Our governance framework ensured we had the correct plans and management frameworks in place and ready deal with the pandemic while continuing to deliver services and supports to the community. We also had effective corporate and clinical governance frameworks and controls in place that would have successfully addressed an escalation of the pandemic.

During FY2020 The Board and Management Team undertook a full review of our five-year strategic plan. The review identified that KKCS has made significant progress against our original strategic plan. Accordingly, the Board and Management team refreshed the strategic plans for our key business units. The KKCS FY2021 Business Plan will deliver on the first year of this refreshed strategic plan.

SUPPORT AND WELLBEING

Hunter Community Services reputation as a quality service provider has continued to grow in our community as reflected by growth in the number of clients we support. KKCS' Home Care Package client base grew by 68%, our Commonwealth Home Support Program client base grew by 70% and our NDIS client base grew by 15%. This significant growth has been fueled primarily by word of mouth referrals from existing clients, which attests to the high level of customer satisfaction.

Physiotherapy and Podiatry services were added to our Allied Health portfolio in 2019. These new services were well received and have been booking out throughout 2020. We are in the process of expanding these services to accommodate the demand. KKCS also extended our Occupational Therapy services to support clients on the Central Coast. Over all our Allied Health services have grown significantly in FY 2020.

THE CENTRE, OOSH AND YOUTH SERVICES

In November 2017, a major storm hit Kurri Kurri and severely damaged two of KKCS' core facilities – The Centre and the OOSH/Vacation Care building. The OOSH/Vacation Care building returned to service in FY2020. The refurbished building is a significant upgrade and is being enjoyed by the children and families we support. We have seen a significant growth in OOSH and Vacation Care attendance and plans are in place to increase our overall capacity to support more families.

Unfortunately, delays continued in the restoration of the Community Centre and our services continue to be impacted. A number of community based

festivals, activities and services were also cancelled or postponed due to Covid limitations. We are looking forward to reestablishing these programs and services when safe to do so.

KKCS funding contracts with the Department of Communities and Justice for the Community Centre, Community Youth Support Service and In-School Counseling services were all renewed in FY2020. KKCS will continue to deliver these services for two to five years under the new Targeted Early Intervention framework. This renewal of all contracts attests to the quality of the supports and services offered by KKCS.

COMMERCIAL SERVICES

Hunter Commercial Services successfully addressed the challenges of Covid and continued to deliver upon its growth and diversification strategy. In doing so we increased employment opportunities for people with disability and in parallel offered existing staff the opportunity to develop new and valuable skills. Equally pleasing we continue to delivery on our promise of "Partnerships with a Purposed" as evidenced by our retention and growth of 100% of our major client contracts.

Odyssey Builders was materially impacted by the Covid pandemic. Given the complexity of the home modifications industry, limitations imposed by Covid had a major impact. Despite the challenges Odyssey delivered upon 80% of our key business target. Odyssey took the opportunity in 2020 to retool its operations – launching a new building support system, restructuring the organisation, and recruiting highly experienced staff. Whilst 2020 was challenging for Odyssey, we have positioned ourselves for success in the coming years.

LOOKING AHEAD

We anticipate that Covid will continue to impact KKCS well into FY2021 and perhaps beyond. The KKCS management team has planned a number of scenarios to sustain the business during ongoing Covid disruption as well as upon cessation of current government support programs.

KKCS contracts with the Department of Social Services for Commonwealth Home Support Program (CHSP) services were extended through to June 2022. We anticipate there will be major changes in CHSP as the government migrates clients from CHSP to the Home Care Package program. This will impact our Hunter Community Services, Odyssey Builders and Allied Health businesses. KKCS is prepared for this eventuality.

We anticipate that FY2021 will be a challenging year for all service providers. At the same time, we are well positioned to identify and act upon unmet needs in our community – and in the process grow as a business. KKCS is well positioned to address these challenges and deliver upon key elements of its refreshed corporate strategy.



Andrew Hughes - Chairman



Mike Coddington - CEO

THE CENTRE @ KURRI KURRI AND KURRI KURRI YOUTH SERVICES

WHAT WE DO?

The Centre at Kurri Kurri has been supporting Kurri Kurri and surrounding communities for 35 years. The Centre provides a broad range of services including the physical community centre, a variety of in-school and in-community youth support programs, Kurri Kurri OOSH, the Food Shack food cooperative, men's and women's sheds, Carers Friendship Network, gymnastic and dance programs, and a wide range of social clubs and activities for people of all ages. The Centre continues to be the hub of Kurri Kurri and surrounding communities.

A YEAR IN REVIEW

The Centre faced two major challenges in FY2020 – continued lack of facilities due to ongoing issues with damaged buildings from the 2017 storm event and the Covid pandemic. We were pleased to report that KKCS continued to deliver all services and was able to launch several new services in 2020. The Centre and a number of community based services were required to shut down for a short period due to Covid (as per Department of Health Community Directive). However, all services recommenced quickly due to implementation of our pandemic plan. Key achievements in 2020 include:

- Funding agreements for The Centre @ Kurri Kurri, In-School Youth Counseling Program, and Community Based Youth Support Program were renewed.
- Kurri Kurri OOSH building returned to service – providing a fantastic new environment for OOSH and Vacation Care
- Kurri Kurri OOSH undertook an assessment against the National Quality Framework and the results highlighted the quality of the KKCS OOSH program.
- Community area of The Centre was refurbished with fresh paint, new furniture, a new children's area and new equipment.
- KKCS launched its first Reconciliation Action Plan



INTERESTING FACTS AND FIGURES FOR FY 2019/20

5,000+

services and supports provided to community members in The Centre



171

local families supported by Kurri Kurri OOSH

700

people attended the inaugural "Cessnock Walks Kawuma Walk"



– raising awareness of domestic and family violence



5,000

engagements and supports provided to young people in schools and in community

22%



increase in children enrolled in Kurri Kurri OOSH

THE YEAR AHEAD...

We are excited about the year ahead. Our focus will be to continue to deliver all our programs and supports while keeping the community safe from Covid. We also look forward to the reopening of The Centre upon completion of the restoration works. We plan to roll out improvements to our Youth programs and in parallel commence some new and exciting community support programs with new partnerships with other community focused organisations.



HUNTER COMMERCIAL SERVICES

WHAT WE DO?

Hunter Commercial Services (HCS) is a social enterprise with a mission to provide meaningful employment for people with disability, enabling each individual the opportunity to live the life they choose to live. To achieve this mission HCS offers commercial cleaning, grounds keeping, forensic cleaning, test and tag, graffiti removal, site remediation and vehicle detailing services. HCS' strategy is to provide top quality services and develop long term "Partnerships with Purpose" with our clients.

A YEAR IN REVIEW

Covid forced a complete refresh of the Hunter Commercial operating model to meet government directives regarding social distancing. Despite the Covid challenges, HCS continued to deliver upon its growth and diversification strategy. Key accomplishments for the year include:

- HCS maintained services to all customers and locations – despite operating limitations of Covid.
- HCS invested over \$100,000 in new equipment – much of which was funded with grants.
- Forensic cleaning services were launched and well received by our clients
- New and more efficient operating models have been launched based upon Covid learnings.
- Jarrod O'Brien was appointed as HCS Operations Manager

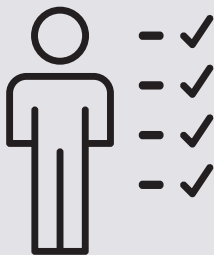



INTERESTING FACTS AND FIGURES FOR FY 2019/20

 **70%**
of HCS team members are with disability

80%
growth in forensic cleaning services 

 **30%**
growth in Test & Tag services

 **100%** of HCS crew members with disability are meeting their employment goals **&** **55%** of HCS crew members have develop skills/qualifications beyond their employment goals

10%  income growth
– despite the Covid pandemic

THE YEAR AHEAD...

While 2020 was a successful year with significant growth across the board, we anticipate even greater growth in 2021. We will continue to roll out and grow new services to our existing clients. We are also hopeful that several relationships that we began building in 2020 will come to fruition as business partnerships in FY2021 and lead to significant new employment opportunities for people with disability

HUNTER COMMUNITY SERVICES

WHAT WE DO?

Hunter Community Services (HCOM) provides a range of disability and aged cares support and services to clients across the Cessnock, Maitland, Newcastle, Lake Macquarie and Port Stephens local government areas. HCOM provides a very wide range of services including case management, coordination of support, personal care, domestic assistance, social supports, respite, therapeutic goods, home maintenance, and nursing services. These services are provided under the National Disability Insurance Scheme (NDIS), Commonwealth Home Support Program (CHSP) and Home Care Package Program (HCP).

A YEAR IN REVIEW

HCOM and our clients were greatly impacted by Covid. Given the nature of the services provided, there was significant potential risk of infection to clients, staff and community members. HCOM implemented our pandemic plan and infection control program to mitigate this risk. This incurred significant cost and effort from HCOM – but the success achieved across the sector in our geographic area is testament to success of these program. Key achievements in 2020 include:

- Strengthening of our clinical governance framework with expansion of HCOM clinical governance committee and the recruitment of additional RNs and EENs
- The Department of Social Services fully renewed HCS' CHSP aged care service funding for an additional two years.
- HCOM took on management of lawn and maintenance services to CHSP clients.
- Successful trial of innovative (e.g. telehealth) approach to service deliver
- HCOM organisation was restructured and highly talented staff were added to the team.



HUNTER
COMMUNITY
SERVICES

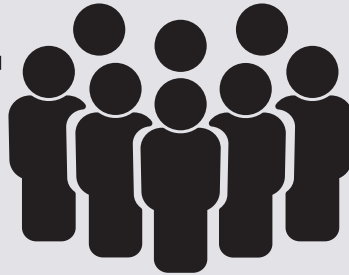


“Hunter Community Services is like a family to us. The caring staff have eliminated the stress of everyday living enabling us to enjoy life at home.”

Mr & Mrs Driscoll

INTERESTING FACTS AND FIGURES FOR FY 2019/20

1,000+



clients regularly supported
in our community

130%

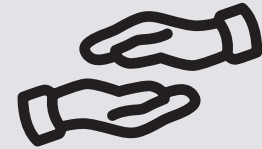


growth in
Home Care
Package clients

77%

growth in Commonwealth
Home Support clients reflecting
addition of maintenance services

15%



growth in
NDIS clients

300%

growth in nursing staff
headcount - ensuring
quality service delivery



THE YEAR AHEAD...

We expect the next several years will see significant change in the Aged Care and Disability sectors. Covid, the ongoing Royal Commissions and the continued migration to client directed care (and associated funding model changes) in the aged care sector will result in significant challenges and opportunities for HCOM. Given the continuous improvement initiatives we have undertaken over the past several years and the excellent brand reputation we have developed we are well positioned to provide services to many more clients in our community. HCOM will also be rolling out new services types under NDIS and MAC in 2021 so we can support addition clients in our community.

ALLIED HEALTH

WHAT WE DO?

Allied Health Services provides Occupational Therapy, Physiotherapy and Podiatry services to clients across the Cessnock, Maitland, Upper Hunter, Newcastle, Lake Macquarie, Port Stephens and Central Coast local government areas. These services are provided under the National Disability Insurance Scheme (NDIS), Commonwealth Home Support Program (CHSP), Home Care Package Program (HCP), Department of Veterans Affairs, iCare, Legal Aid, Medicare and private.

A YEAR IN REVIEW

The majority of Allied Health services are provided in client homes – and hence Covid had a significant impact on our delivery of services as clients were reluctant to allow staff into their homes. The Allied Health team responded via an enhanced infection control program, launched a teletherapy program and accelerated provision of Allied Health services in The Centre in Kurri Kurri. This enabled us to provide critical services to clients – even during the peak of the pandemic. Other key achievements include:

- Launched Allied Health services in the Central Coast LGA
- Provided Allied Health services in Sydney to address unmet urgent local needs.
- Rolled out a new client management system to better serve our clients – particularly clients receiving services from multiple KKCS business units.
- Pilot tested a Wellness Centre approach at The Centre via provision of on-site Allied Health services – which has been very successful
- Expanded our Allied Health services to support SDA and SIL clients.



INTERESTING FACTS AND FIGURES FOR FY 2019/20

55%

increase in staff to address
increased client demand



Achieved “world class”
customer satisfaction

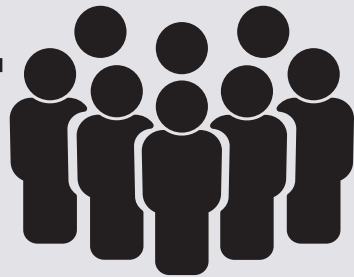


85%

Very Satisfied

1,200+

clients supported



47%

income growth



THE YEAR AHEAD...

We see significant ongoing need in the communities we serve for additional, quality Allied Health services. We intend to respond to that need via the expansion of our Wellness Centre concept for local clients. We will also be launching group programs for both aged care and disability clients to address a wide range of education and wellbeing services. We also intend to add additional service types to our offer to directly address unmet needs in our community.

ODYSSEY BUILDERS AUSTRALIA

WHAT WE DO?

Odyssey Builders' mission is to enable aged Australians and people with disability to live safely and comfortably in their own homes for as long as they wish. To achieve this mission Odyssey undertakes accessible home modifications. These modifications range from simple hand rail installation to entire new builds of accessible homes. These programs are funded by NDIS, CHSP, Home Care Packages, iCare and privately.

A YEAR IN REVIEW

Mirroring the experience of other KKCS business units, Odyssey Builders was significantly impacted by Covid. The process for home medications is complicated and includes initial assessments, occupational therapy assessments, building design, funding approval and then physical build activities. Covid concerns and limitations impacted the entire process for many clients – which resulted in a significant low down in FY2020. Despite this slowdown, Odyssey delivered upon 80% of its key financial targets.

Other key accomplishments include:

- Odyssey CHPS funding was extended in full until June 2022. Providers like Odyssey were permitted to role unspent funds to the next financial year.
- George Denadija, a highly experienced commercial builder, has joined KKCS and will lead the Odyssey Builders business unit.
- A new building management system (Ascora) was rolled out that will improve efficiency across the business unit.
- Odyssey expanded our service portfolio to include new SDA builds which will be a driver of future growth
- Odyssey successfully pilot tested a commercial building maintenance program




INTERESTING FACTS AND FIGURES FOR FY 2019/20

900+ 
home modifications completed



increase in administration
productivity due to new
building management system

15%
increase in NDIS
quotations for major
home modifications



100% 
clearance in home owners' warranty

THE YEAR AHEAD...

We anticipate a significant year on year increase in business for Odyssey as the Covid impact is mitigated. We have seen increasing interest in our State-wide home modifications capability – particularly in the mid north coast – which will positively impact Odyssey in FY2021. Our expansion into SDA builds will accelerate over the coming year(s) as private clients and investors are now engaging with Odyssey. We are hopeful that the ongoing Royal Commissions into disability and aged care will help rectify the shortfalls of MyAgedCare and NDIS as they relate to home modifications. Whilst 2020 was challenging for Odyssey we are optimistic about the opportunities ahead.

KKCS CORPORATE SERVICES

WHAT WE DO?

Corporate Services is the engine room of KKCS and supports all the business units with the provision of all back-office services. This includes accounts payable, accounts receivable, financial management and control, asset management, fleet management, ICT, human resource management, safety management, quality and compliance and applicable audit activities.

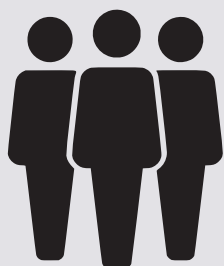
A YEAR IN REVIEW

Corporate Services challenges and accomplishments are directly tied to the business units we support. Hence, Corporate Services faced several simultaneous challenges – supporting significant growth across the organisation, ensuring the organisation continued to operate during Covid, and maintaining quality and safety across the organisation at the same time. Some of the key achievements in accomplishing these challenges include:

- Activated and delivered upon KKCS Pandemic and Infections Control plans. KKCS was recognized as a sector leader in our planning and response.
- Implemented a remote working model for all staff within a two-weeks to address Covid.
- Attained 100% compliance in three major audits; NDS, NDIS and ISO
- Rolled out several new and enhanced business support systems across the organisation.
- Continued our ongoing program of continuous improvement of our financial management framework – which was acknowledged by positive feedback from an independent auditor



INTERESTING FACTS AND FIGURES FOR FY 2019/20



34%

increase in total
KKCS staff

zero

additional back office
staff required to manage
increased business activity



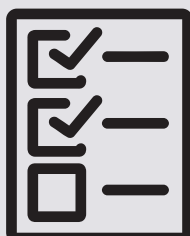
98%

reduction of doubtful debt - adding
\$85k to bottom line performance



zero

“reportable” WHS
staff incidents



two

new NDIS registrations
groups added

THE YEAR AHEAD...

The focus for the year ahead will be on continuous improvement across the Corporate Services team. A number of major upgrades are planned for our business support systems that will deliver significant efficiency gains across KKCS. Significant effort is underway and will continue throughout 2021 to ensure KKCS is well beyond compliant in the new Aged Care and Disability quality standards. Corporate Services is also focused on enhancing the scalability of the organisation so we can successfully deliver on the growth and diversification plans of the KKCS business units.

FINANCIAL RESULTS FOR THE FINANCIAL YEAR ENDED 2020

	2020	2019	Year On Year Change
Revenue	\$	\$	\$
Government funding & donations	4,786,935	5,594,000	(807,065)
Fee for Service revenue	6,083,277	6,501,456	(418,179)
Interest revenue	67,997	102,887	(34,890)
Covid 19 Stimulus	1,148,247	-	1,148,247
Other Revenue	112,806	238,142	(125,336)
	12,199,262	12,436,485	(237,223)
Less: Expenses			
Advertising expense	4,033	19,272	15,239
Bad Debts	944	87,249	86,305
Depreciation and amortisation expense	267,428	218,639	(48,789)
Employee benefits expense	8,482,619	7,112,616	(1,370,003)
Home modification expenses	1,280,118	2,824,553	1,544,435
Materials and consumables used	378,390	370,004	(8,386)
Occupancy expense	275,672	274,227	(1,445)
Transport expense	265,631	246,840	(18,791)
Other expenses	1,034,414	1,075,254	40,840
	11,989,249	12,228,654	239,405
Profit / Loss before income tax expense	210,013	207,831	2,182
Other comprehensive income for the year	-	126,216	(126,216)
Total comprehensive income	-	334,047	(334,047)
Net Assets	4,358,670	4,148,657	210,013

KURRI KURRI COMMUNITY SERVICES LIMITED ABN 72 626 519 418
Independent Auditor's Report

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of KURRI KURRI COMMUNITY SERVICES LIMITED (the company), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other 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 directors' declaration.

In our opinion:

- the accompanying financial report of KURRI KURRI COMMUNITY SERVICES LIMITED is in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:
- giving a true and fair view of the company's financial position as at 30 June 2020 and of its performance for the year then ended; and
 - complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of 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 company in accordance with the auditor independence requirements of the Corporations Act 2001 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 believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter

a) 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 for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

b) Covid 19 Pandemic

We draw attention to Note 1 to the financial statements, which describes the uncertainties and possible effect on Kurri Kurri Community Services Limited arising from its management of the ongoing issues related to COVID-19. Our opinion is not modified in respect of this matter.

KURRI KURRI COMMUNITY SERVICES LIMITED ABN 72 626 519 418
Independent Auditor's Report

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2020, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profit Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the 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 company'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 company or to cease operations, or have 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 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 the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

KURRI KURRI COMMUNITY SERVICES LIMITED ABN 72 626 519 418
Independent Auditor's Report

- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the company to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the company audit. We remain solely responsible for our audit opinion.

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.

Signed on: *20 April 2021*

Mark Walmsley
Mark Walmsley, Director

Reassurance Audit Services Pty Ltd
Reassurance Audit Services Pty Ltd
Dunbar Street Stockton NSW

ANNUAL 2019/20 REPORT

Looking ahead 2020



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