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THANK YOU FROM RIVERLINK
TO OUR SPONSORS & PARTNERS

North West Disability Services Inc.
Commonwealth Respite and Carelink Centres

Elanora & North Parramatta

Quest for Life Foundation

QSTATION

AMF

Pizza Hut

Hogs Breath Cafe

Pancakes On The Rocks

Berala Jack & Jill
Pre-school Kindergarten Inc.

st. matthew’s
BAULKHAM HILLS UNITING CHURCH
-growing together

childrenfirst

Marayong Preschool

Doonside Kindy

Balmoral St, Blacktown

Page 3
**OUR VISION**

A society that values and includes people with a disability and carers to live fulfilling lives

**OUR VALUES**

Supporting people with a disability and their carers by providing a choice of relevant services that enable participation and inclusion in society

**OUR PURPOSE**

We are committed to:
- Honesty & Integrity | Respect & Courtesy | Professionalism

**OUR PRINCIPLES**

- Identifying and responding to individual needs
- Focussing on activities that make a difference
- Planning for and adapting to address needs
- Liaising with organisations and the broader community
- Being accountable and continually improving our performance
- Planning and delivering a professional service

**OUR SERVICES**

- Respite
- Community access
- Social and recreational activities
- Information and planning
- Individual and group activities
- Personal and social skill development
**MAJOR FOCUS AREAS**

**TRANSITION**

Transition to a person centred approach by responding to changing demands of participants and governments directions:

- A range of funding provisions
  - Activities
  - Operational elements
  - Person Centred Outcomes
  - Marketing
- Investigate options including MOUs

**SERVE**

Provide a broader range of activities based on client needs and responses:

- Quality of organisation
- Responding to feedback
  - Activities

**IMPROVE**

Strengthen Riverlink’s accountability and performance:

- Staff training
- Management systems
  - Accountability
  - Governance
  - Risk management
A few weeks ago I attended a wedding at which a cousin’s daughter married a young man with functional quadriplegia resulting from cerebral palsy. I hadn’t met him before, although I’d heard a little bit about him and I was looking forward to meeting him. The wedding was held in a beautiful Blue Mountains garden on a gorgeous spring day, the kind you only get in the Blue Mountains. As I arrived, I could see the bridegroom dressed to the nines, with the mobility chair that is his entire world decorated accordingly, waiting patiently groomsmen by his side for his intended bride. Perhaps unsurprisingly, she was late although that didn’t seem to bother him. But she looked gorgeous and any anxiety he may have harbored would have drained away the instant he laid eyes on her.

The wedding went smoothly, vows were made and accepted, rings and kisses were exchanged and later that evening the reception kicked off with great excitement. And then it came time for the bridal waltz. Husband and wife immediately took to the dance floor and with beaming smiles on both their faces they danced expertly, the groom whirling and twirling in his high-tech chair with his wife by his side, complementing every move he made as if she were a highly trained ballerina in the Swan Lake chorus.

This young man showed me that evening we’re all the same, although it’s true some people need more support than others. But with the right support even the most severe disabilities can become diminished in their effect. In this young man’s case, his disabilities appeared to be reduced to nothing more than an inconvenience, which of course is not his reality, because his very life depends upon the constant vigilance of those around him. Every person on our planet deserves the opportunity to shine and what I witnessed that night reminded me of the many volunteers who willingly give their time to people in need of a bit of extra support do not receive the recognition they deserve. And so I want to take this opportunity to recognize the valuable contribution they make in a sector that without them, would collapse. Of that there is no doubt in my mind.

As it celebrates its 25th anniversary, Riverlink is proud to have been the conduit between its many registered volunteers and its clients. For an organization to survive and be able to provide the services it has for so many years Riverlink has to rely upon many things coming together. In our case everything we do relies upon people, the small core of permanent employees, the pool of contracted professional workers we engage as needed and the pool of volunteers making up the all important balance. These people freely give
their time and have done so for as long as 10 years in one case. We at Riverlink are not only grateful for, but also proud of the contribution these people have made to the services we’ve provided over the last 25 years and we look forward to continuing that relationship under the National Disability Insurance Scheme.

I’m reminded that the introduction of the National Disability Insurance Scheme began in stages in July 2013. The jumping off point for the scheme was in Tasmania covering young people aged 15-24 and the Barwon area in Victoria and the Hunter area in NSW for people up to age 65. Then from 1 July 2014 South Australia commenced trials for children aged 13 and under, while at the same time trials commenced in the ACT, the Barkly region of Northern Territory, and the Perth Hills area of Western Australia.

Roll-out of the full scheme in NSW, Victoria, Queensland, South Australia, Tasmania, the ACT and the Northern Territory will commence in July 2016. Queensland and Western Australia will follow progressively thereafter. The timetable for completion of this massive project will see the ACT covering all of its eligible residents by July 2016, New South Wales and South Australia covering theirs by July 2018 and Victoria, Tasmania, Queensland and the Northern Territory following on with the aim of completing their respective roll-outs by July 2019. Trials have only recently commenced in Western Australia and no completion date has yet been announced. Roll out of the NDIS is a huge undertaking and although there are still many unknowns and changes are being made “on the fly”, we at Riverlink fully support the scheme and its overall aim of providing people with a disability with more flexibility, more choice and more control, implemented in New South Wales through the “Living Life My Way” framework.

And so, once again on behalf of you, our members and Riverlink’s management committee, allow me to again recognize the valuable contribution of our many volunteers and to each one of our team of professionals: Ray Palmer, Gretel Leighton-Morris, Salina Mohamed, Adam Stott, Jenni Delic, Francisca Grant, Julia Kawiadji, Carolyn Andrew, and Helen Leighton-Morris. I also want to thank my colleagues on Riverlink’s management committee, Lynette Fisher, David Galwey, Helen Hukins, Greg Harrison, Judy Johnson, Barbara Taylor and Marcella Letteri. As I am reminded every time we gather for a meeting, every member of the committee volunteers his or her time to Riverlink and I extend my gratitude and thanks.

Tony McGrath
President
I present this annual financial Audit Report on behalf of the Riverlink Interchange Inc. (Riverlink) Management Committee.

Riverlink completed the financial year with all grants fully expended. Project grants made up the majority of the income. These grants are provided to Riverlink in the main by NSW Department of Ageing Disability and Home Care (ADHC). Riverlink also submitted successful tenders for grants through the local government community grant schemes and ClubGRANTS schemes in areas we cover.

We continue to gratefully receive support from our community by way of grants and non-recurrent funding for specific projects.

With the upcoming changes to the funding model for people with disabilities, Riverlink has also begun assisting clients with their Individual Support packages. This is still a time of change in our sector, and Riverlink is confident that it will be in a strong position to meet the challenges that lie ahead.

Riverlink’s Fundraising Committee has organised several events which have all been successful in helping to raise funding to be used for our programs. We hope to hold more events in the coming year, as we have our sights set on a Riverlink Bus. Our goal is to have our own bus within the next twelve months.

My sincere thanks once again goes to Fransisca Grant, Riverlink’s Financial Officer, as well as to Ray Palmer, who is Riverlink’s Chief Executive Officer, for their work during the year to provide clear presentations to the Management Committee with regard to how our money is used and how our service hours are achieved. Fransisca and Ray, in consultation with our excellent team of Co-Ordinators and administrative staff, refined the reporting and enhanced it to allow for greater scrutiny and also control of how our valuable dollars are spent. Our focus, as always, is on person-centred respite solutions for our clients and quality activities for our care recipients.

Riverlink is again in a sound financial position, and we look forward to another challenging year.

Lynne Fisher
Treasurer

During the 2013-14 financial year the committee met nine times. At no time were members absent without leave or apologies from meetings.

All compliance matters for the Department of Fair Trading have been completed and lodged.

All registers are complete and up to date.

Minutes of all meetings have been kept and copies are also available at the Riverlink office.

Riverlink had eighty two financial members for the period.

Barbara Taylor
Secretary
In its 25th year Riverlink has continued to reflect on its practices, performance and policies in order to improve its services to carers and people with a disability, as well as to meet new government legislation and requirements.

Having completed our previous three year Strategic Plan, and in consideration of changing government directions in the disability sector, Riverlink took the opportunity to revisit the Vision Statement, Purpose Statement, Values, Principles and Services prior to developing a new Strategic Plan.

As a direct response to this new direction, we have made a few changes. You may have noticed that the by-line underneath our logo now reads: ‘Listening and responding to the needs of people with a disability’

An outline of Riverlink’s Strategic Plan and guiding statements has been published in this year’s Annual Report, on pages four and five. There are three major areas of focus in the 2014-2016 Riverlink Strategic Plan. These areas of Transition, Serve and Improve, are each supported by a number of specific actions to address those goals.

In the area of Transition, Riverlink will continue to become more person-centred by responding to the changing demands of carers, participants, persons with a disability and government directions.

Actions which are being implemented to address this area include:

- Increasing the range of funding provision
- Broadening the range of activities
- Changing operational elements to suit the new paradigm
- Increasing the focus of person centred outcomes
- Investigating and undertaking appropriate marketing
- Investigating further options

In the area of Serve, Riverlink is keen to provide a broader range of activities based on client needs and responses.
Activities which are being implemented to address this area include:

- Continuously monitoring the quality of organisation
- Responding to carer and participant feedback
- Modifying activities

And, finally, in the area of Improve, Riverlink is continuously seeking to improve its standards to strengthen our accountability and performance. The activities planned to achieve this goal include:

- Staff training
- Improved management systems
- Tighter accountability
- Sound governance
- Improved risk management

As in previous years the Riverlink team works cooperatively in order to meet the needs of participants, Carers and their families. Their dedication to the task of providing the best service possible has resulted in the high regard with which Riverlink is held.

Riverlink’s 2013-2014 team consisted of the following dedicated staff members: our Service Coordinators, Gretel Leighton-Morris; Salina Mohamed, Adam Stott and Jenni Delic; the Administrators, Carolyn Andrew, Belinda Vecchio and Helen Leighton-Morris; and Finance, Fransisca Grant and Julia Kawiadji. Thank you to each and every member of these groups for your contribution. Thank you also to our committed and loyal team of Support Workers, Tina Hoogeveen, Stephen Lightfoot, Andrea Partridge, Shondelle Pratt, Nael Eltana and Duncan Ruddock for their ongoing and valuable support.

A special thank you is also due to our wonderful volunteer workers who continue to be an invaluable part of the Riverlink team and
are vital in the ongoing provision of services to many Riverlink Carers, participants and people with a disability.

Riverlink has been extremely fortunate again this year to have a skilled and experienced Management Committee, and on behalf of all members and staff, I would like to thank the outgoing Committee for their skills and expertise as well as their support and commitment throughout the year. My special thanks go to Tony McGrath, our President, who has been very helpful with continuous improvement of our governance and management practices, to Lynne Fisher, our Treasurer, who continues to be generous with her time and support and also to Barbara Taylor as Secretary.

I wish to also extend a warm welcome to our incoming Riverlink Management Committee members. I look forward to the year ahead, working with you as we implement our plans to provide quality support services to Carers, participants and persons with a disability.

On a final note, Riverlink’s website - www.riverlink.org.au - has just undergone major remodelling and will be relaunched soon. It contains information for you about Riverlink and the services we provide, as well as other features aimed to make our clients' online experiences with Riverlink much more practical. In addition if you are a Facebook user you may wish to ‘like’ Riverlink’s page and receive relevant information regarding Riverlink and information about the disability sector in general.

Ray Palmer
Executive Officer
Riverlink continues to provide respite care to Carers living in the Local Government areas of Auburn, Baulkham Hills, Parramatta, Holroyd, Blacktown, Ryde, Hunters Hill, Lane Cove, Willoughby, North Sydney and Mosman. The Riverlink Service Coordination team farewelled Stephen Lightfoot as a Service Coordinator as he continued his role as a Support Worker. We welcomed Helen Leighton-Morris to the part-time role of Administration Assistant after Belinda Vecchio departed Riverlink for overseas.

We have been building on our person-centred services and programs as we listened to participants and carers and we planned a variety of services and activities in response to their needs and requests. We have also had a number of participants bring their individualised funding packages to Riverlink. These packages have been used for recreational activities and group outings.

The Individual Respite Program is designed to meet the needs of care recipients with moderate to high or complex support needs or those who choose to access activities in the community and need assistance.

The Children’s Respite Program provides respite for Carers of children with disabilities between the ages of 3 to 10 years. Riverlink and our carers have been very generously supported by the Directors and staff of Children First at Balmoral Street Blacktown, Berala Jack and Jill at Lidcombe, St. Matthew’s Uniting Preschool at Baulkham Hills, Marayong Preschool Kindergarten and Doonside Kindy with the use of their wonderful premises.

This program engages the participants in age-appropriate activities which include sandpit play, puzzles, games, drawing, painting and book readings whilst being in a secure environment.

The Club Teen, 10 Up and Weekenders Respite Programs provide respite to Carers of people with a disability aged 10 – 16 years. These programs have a community focus and run on Saturdays throughout the school terms and on some days during the school holidays. Some of the popular outings are aquariums, ten pin bowling, going to animal farms, visiting museums like the Museum of Fire & Tramway Museum, plaster painting, picnic lunches and having fun at various parks across Sydney. The school holiday respite programs have been identified as a high need for Carers and these programs can assist in meeting peak times of respite need.

The Socialites, 16 Up, Young Adults and The Links Respite Programs are groups which provide respite to Carers of people with a disability over the age of 16 years. Focusing upon accessing the community as a basis to provide respite to Carers, the groups enjoy activities such as dinners, lunch at cafes, discos, wildlife parks, museums and ten pin bowling.

The Tuesday night bowling group continue with their great bowling scores and have a lot
of fun improving their bowling skills each week. On the Socialites Friday night outings the participants enjoy tasting flavours of various types of cuisines and expanding their food knowledge. The Saturday activities focus on the group getting out and exploring the community and the group has been participating in a range of activities including visiting museums, shopping at markets, visiting local community festivals and animal parks.

Riverlink also offered respite to Carers through Camps and these continue to be a popular form of respite. A key aspect to our respite camps is creating opportunities to build on skills in 4 key components to facilitate the social, emotional and educational development. These include:

- Leisure skills: For example arts and crafts activities. These activities encourage and inspire the development of skills such as decision making, problem solving, freedom of expression, team work and gross and fine motor skills. This results in raised self esteem and a sense of accomplishment.
- Recreation skills: For example sporting activities and bushwalking. These activities nurture the development of skills such as improved health and fitness, team work, awareness of their surrounding environment and gross and fine motor skills.
- Socialisation skills: A key focus of our camps and activities is about increasing their confidence to interact with not only other people who have a disability, but the wider community and all its diversity such as different cultures and personalities.
- Life skills: Throughout the camp we build on their daily living skills such as mealtime etiquette, grooming and personal care, turn taking and sharing, responsibility of their possessions and a sense of independence away from their family unit.

**Total Hours of Provision by Grant**

<table>
<thead>
<tr>
<th>Grant</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>APH</td>
<td>10,998</td>
</tr>
<tr>
<td>BH</td>
<td>8,643</td>
</tr>
<tr>
<td>CPFlex</td>
<td>3,632</td>
</tr>
<tr>
<td>NS</td>
<td>12,727</td>
</tr>
</tbody>
</table>
Riverlink held a Carers Break weekend away from 7th to 9th March 2014 and a camp at the same time in partnership with Local Councils and other organisations who participate in the ClubGrants scheme. This scheme supports community welfare and social services; community development; employment assistance activities; community health services; and projects aimed at improving the living standards of low income and disadvantaged people. Please see below for those contributing councils and clubs.

The venue for the Carers Break this year was the historic **Q Station at Manly.** 28 Carers attended, which provided 1344 hours of respite. The camp was held at Uniting Venues at Elanora and 21 participants attended. The aim for those attending camp was to create programs with elements of recreational and social interaction which provided the participants with fun, as well as interesting and varied activities so that they had a good time whilst attending.

Riverlink’s Carers Break provides participants with valuable time out to feel a part of the community and allows the opportunity to socialise with other Carers as well as time to focus on their own health and well-being. When Riverlink asked some of the Carers who attended in what way did this project support them, they responded:

“I find the Carers Break invaluable. It is very good for my mental health and makes for a much needed break - time on my own. THANK YOU”

“It gave us time to actually catch up personally and do some planning”.

The Connecting and Belonging project is an important step in allowing carers to share with others who can identify with their circumstances. Having a strong sense of well-being is paramount in shaping one’s life. Carers often express to Riverlink feelings of depression, helplessness, demoralisation, isolation and general anxiety about managing their daily life. Further testimonials from our Carers speak loudly and reinforce the positive impact this project has in their lives. We asked the Carers what they liked about this style of support?

“Really enjoyed meeting and talking to some of the other parents that were there. Please pass on our thanks to the sponsors - our weekend was a real treat.”

“Thank you for organising our break coinciding with the camp. For us it gives everyone a break from each other. My son at home, my husband and I and our other son too. We all had a break, a lovely time and began the week refreshed, happy and relaxed. You have our gratitude. Thanks!”

“Thank you for the opportunity, it is something I cannot afford and made me feel special, especially the meals, having someone else cook.”
Riverlink evaluated the successfulness of this project through using a number of different strategies. Riverlink used written surveys and consultation with Carers and Care Recipients, feedback from front line direct care workers and photographic documentation in order to evaluate that we had successfully met our project objectives.

Based on data collected from our evaluations:
100% of Carers agreed that they got a break from their caring role; that the weekend was beneficial for them and they felt supported to take time to focus on their own needs for a short time.
100% agreed that Riverlink met their individual needs and they felt supported to take time out to focus on their own needs for a short time and would recommend Carers Break to other Carers.
100% of Carers felt they had the opportunity to share their feelings and challenges and 100% felt that they connected with others who are in similar situations.

Of those Carers whose son/daughter attended the respite camp, 100% responded that they felt their son/daughter had a positive experience.
80% of Carers felt their son/daughter’s experience on camp led to an increase in self sufficiency and skills in the areas of learning, recreation, socialisation and life skills.

**Club Grants Scheme & Local Council Community Grants**

In the last financial year, Riverlink was fortunate to receive assistance to enhance our capacity to provide much needed respite to our Carers. We would like to extend our thanks to the following clubs and local councils for their support.

**Lane Cove Council**
This generous funding enabled us to provide a respite camp for clients living in the Lane Cove area.

**North Sydney Leagues Club**
This funding enabled us to focus on Carers well-being through our Connecting and Belonging project. With these funds, Riverlink provided the opportunity for our Carers in the North Sydney LGA to attend a Carers Break Weekend away as well as respite care for their care recipient to attend Riverlink’s camp.

**North Ryde RSL Community Club Ltd**
This funding enabled us to focus on Carers well-being through our Connecting and Belonging project. With these funds, Riverlink provided the opportunity for our Carers in the Ryde LGA to attend a Carers Break
Weekend away as well as respite care for their care recipient to attend Riverlink’s camp. Our special thanks go to the board and staff of North Ryde RSL and in particular Keith Harrison for their continued support in providing us with a venue/meeting place for our holiday respite program.

**Ryde-Eastwood Leagues Club**
This funding enabled us to focus on Carers well-being through our Connecting and Belonging project. With these funds, Riverlink provided the opportunity for our Carers in the Ryde LGA to attend a Carers Break Weekend away as well as respite care for their care recipient to attend Riverlink’s camp.

**Chatswood RSL**
This funding enabled us to focus on Carers well-being through our Connecting and Belonging project. With these funds, Riverlink provided the opportunity for our Carers in the Willoughby LGA to attend a Carers Break Weekend away as well as respite care for their care recipient to attend Riverlink’s camp.

**Michael Edgley’s Great Moscow Circus**
Due to the exceptional generosity of Greg Hall at the Great Moscow Circus, we were able to provide a wonderful day out to our families and we thank the Circus for the 195 tickets they so generously donated.

**Northern Sydney Commonwealth Carer Respite Centre (Northside Community Forum Inc)**
The partnership between our organisations during the 2013-2014 financial year enabled Riverlink to continue to respond to an identified gap in the provision of appropriate respite camps for Carers who have children with moderate to high support needs. We would like to thank the Northern Sydney Commonwealth Carer Respite Centre for their assistance and continued support of Riverlink and Carers in the Northern Sydney area.

**Community Transport**
Riverlink has received support from the following Community Transport organisations:
- Lower North Shore Community Transport
- Ryde-Hunters Hill Community Transport
Hills Community Care (Baulkham Hills)
The wonderful support received from these Community Transport organisations during the past year has enabled Riverlink to continue to offer transport assistance to our Carers for respite programs accessing community based activities. Thank you to the teams in the office from each of these organisations. We would also like to thank the drivers who assist each week and in the school holidays on our 10 Up, 16 Up, Socialites, Club Teen, Weekenders, Links and Young Adults programs.

Other Services
The Service Coordinators would like to extend our thanks to all the services that we have worked in partnership with over the last year. We would like to make a special mention and thank you to the following:

Berala Jack and Jill Preschool, Children First Preschool Balmoral Street Blacktown, Marayong Preschool Kindergarten, St Matthews Uniting Preschool Baulkham Hills and Doonside Kindy.
Their support and assistance in allowing Riverlink to utilise their venue and equipment has enabled our program to become a successful, enjoyable activity for the children and most importantly a productive and anxiety free respite period for our Carers.

The Hills School Northmead
Thank you for your continued support in providing your premises as the meeting place for our Club Teen program during the term and school holiday periods.

North West Disability Services
NWDS assists us in providing their premises as a meet place for our Links and Young Adults programs. We also continue to appreciate the partnership between our organisations to make the Wednesday and Friday Night Discos a successful and enjoyable event.

Castle Hill AMF
We thank them for all their continued support of our weekly night bowling program.

Transit Scenic Tours
Thank you to Transit Scenic Tours for their support and continued commitment in assisting and transporting our participants to
our Camps throughout the year.

**Uniting Venues, North Parramatta and Elanora**

Thank you to Uniting Venues, Elanora and their staff for their support and commitment in providing a great camp venue for our participants. Our camps have been very successful at this location and it gives our Carers an extended period of respite. Thank you to Uniting Venues North Parramatta and their staff for providing a peaceful and supportive venue for our Carer Workshop and Relaxation Day in June 2014.

**Quest For Life Foundation**

A special thank you to Margie Braunstein for her work with our Carers at the Carer Workshop and Relaxation day.

**The Riverlink Team**

To the Riverlink Management Committee, we appreciate your assistance throughout the year and we thank you for your guidance to our organisation. To our Riverlink Office team, we would like to especially thank Carolyn Andrew, Fransisca Grant, Julia Kawiadji and Helen Leighton-Morris for all your valuable administration and coordination support - we would not be able to achieve all that we do without you and for that we are very grateful. Also to Helen for her gentle yoga teaching to our participants and Carers. To our Executive Officer, Ray Palmer, we wish to extend a big thank you for all your guidance, knowledge and support throughout the year. Also, a big thank you to our team leaders, support workers and volunteers who look after the very special people we are privileged to help.

**Gretel Leighton-Morris, Salina Mohamed, Adam Stott & Jenni Delic**

**Service Coordinators**
Riverlink has been running camps several times a year for quite a few years now. They are very popular, and one of the reasons is the theme we introduced for the evening Discos. Over the last year and a half, we have extended that theme into activities while on camp. For our March 2014 camp, Riverlink decided on a Circus theme. Our themed camps have become very popular, but we had no idea where this camp was going to lead us when we set out to hold it.

We decided that we would arrange an excursion to a Circus as part of the theme, so we approached Michael Edgeley’s Great Moscow Circus, which would be performing at St Ives near our Elanora Heights camp venue. We hoped that they would be kind enough to extend to us a discount on tickets, but they took us by surprise when they said that we could have some tickets for free.

We let them know that we were expecting about twenty five participants plus support workers - they let us know that they were thinking more along the lines of over a hundred...

At that point, we decided to make this a major Special Event, and opened an invitation for not just Care Recipients, but also to Carers and their families. The response was amazing! In total, we were given nearly two hundred tickets by the Great Moscow Circus.

Here you will find some testimonials from Carers and their families, as well as two pages of photos from the Circus.

“My son is 19 and he attends a Community Participation program during the week. Each member of his group tell “news” on Mondays. As the least verbal, most anxious member of his group, his carers have never been able to convince him to have a go and he is the only one not to participate.....up until Monday. He stood up and announced loudly ”I WANT TO THE CIRCUS!” - his carers and friends were overjoyed that he wanted to share this news. His excitement and enthusiasm allowed him to overcome his anxiety.”

“The Great Moscow Circus management are to be congratulated - their act of kindness brought a lot of joy to people as well as giving some carers a few hours of much-needed respite. “

“Our eldest son, at 14, has been wanting to go to the circus forever but with the difficulties of his younger brother this was something we put in the “too hard” basket. It was great to be able to send them, without us as back up, and give them the chance to just be two brothers “hanging out”. They had a wonderful time and eldest can now say he’s been to the circus! We are extremely appreciative of the generosity of the Circus in providing this special event for us, and cannot thank them enough.”

“Thank you Moscow Circus, for providing our family the opportunity to attend your wonderful event. Your compassionate donation provided my family awesome entertainment - something that we have never experienced before as a family. Thank you!”
CARERS ETHNICITY OTHER THAN AUSTRALIAN

- Afghanistan, 2
- Argentina, 1
- Armenia, 1
- Bangladesh, 1
- Chile, 2
- China, 9
- Colombia, 1
- England, 3
- Greece, 3
- Hong Kong, 4
- Hungary, 2
- India, 5
- Iran, 3
- Iraq, 1
- Ireland, 1
- Italy, 2
- Jordan, 1
- Lebanon, 13
- Malaysia, 5
- New Zealand, 2
- Pakistan, 1
- Peru, 2
- Philippines, 10
- Poland, 1
- Russia, 1
- Scotland, 2
- Spain, 2
- Sri Lanka, 1
- South Korea, 2
- Sudan, 1
- Taiwan, 1
- Turkey, 5
- Uruguay, 1
- Vietnam, 2
As part of Riverlink’s commitment to providing the best service we can for our clients, we annually send out a survey asking for input. We do this through a mail out or online through SurveyMonkey. We then analyse the information we receive so we can focus our activities on what makes a difference to our Carers, their Care Recipients and their families. Below and on the following pages are some graphs showing our results from the survey.
In the last year, Riverlink staff have...

- Considered my own health and well being: 21% Strongly Agree, 28% Agree, 14% Disagree, 23% Strongly Disagree, 25% N/A
- Taken my ideas and needs into account: 20% Strongly Agree, 28% Agree, 13% Disagree, 27% Strongly Disagree, 28% N/A
- Told me about services outside Riverlink to help me as a Carer: 5% Strongly Agree, 6% Agree, 1% Disagree, 1% Strongly Disagree, 2% N/A
- Respected my relationship with the person(s) I care for: 4% Strongly Agree, 4% Agree, 4% Disagree, 24% Strongly Disagree, 31% N/A
- Acknowledged and recognised that I have my own needs within and beyond being a Carer: 3% Strongly Agree, 3% Agree, 4% Disagree, 24% Strongly Disagree, 31% N/A
- Supported and recognised my choices about caring: 2% Strongly Agree, 2% Agree, 2% Disagree, 24% Strongly Disagree, 31% N/A
- Recognised my knowledge and experience as a Carer: 2% Strongly Agree, 2% Agree, 2% Disagree, 25% Strongly Disagree, 31% N/A
Carers are Satisfied With...

- Programs offered for Care Recipients: Strongly Agree 25, Agree 20, Disagree 22
- Their developed Service Plan: Strongly Agree 29, Agree 28, Disagree 31
- The quality of service given to me as a Carer: Strongly Agree 29, Agree 30
- The service provided for my Care Recipient: Strongly Agree 30, Agree 26
- The feedback provided by Support Workers after an activity: Strongly Agree 30, Agree 26
- The quality of Support Worker: Strongly Agree 25, Agree 28
- The support offered to me by Riverlink: Strongly Agree 22, Agree 34
- How Riverlink tries to respond to my needs: Strongly Agree 22, Agree 24
- Riverlink staff's professionalism and courteousness: Strongly Agree 34, Agree 24
- The range of activities provided in Riverlink programs: Strongly Agree 16, Agree 20
- The choice of Support Worker, where requested: Strongly Agree 2, Agree 16
Quality of Riverlink Camps

- I am satisfied with the activities provided on the Riverlink camps: 16 strongly agree, 12 agree, 7 disagree, 1 strongly disagree.
- My Care Recipient would prefer a variety of venues rather than the one venue: 14 strongly agree, 9 agree, 1 disagree, 1 strongly disagree.
- I would prefer to have longer than a 2-3 day camp: 13 strongly agree, 12 agree, 2 disagree, 2 strongly disagree.
- My Care Recipient’s attendance at a camp has a positive impact on them: 17 strongly agree, 14 agree, 2 disagree, 2 strongly disagree.
- My Care Recipient would be interested in a week long holiday camp outside of Sydney: 14 strongly agree, 12 agree, 2 disagree, 2 strongly disagree.
**Website**

- **Do you have access to the Internet?**
  - Yes: 89.3%
  - No: 10.7%

- **Are you aware of the Riverlink website?**
  - Yes: 70.8%
  - No: 29.2%

- **Have you accessed the website?**
  - Yes: 62.5%
  - No: 37.5%

- **Are you a member of the Riverlink website?**
  - Yes: 25.0%
  - No: 75.0%

- **Would you like a member's forum?**
  - Yes: 60.0%
  - No: 40.0%

- **Is the information relevant to you?**
  - Yes: 85.0%
  - No: 15.0%

- **Are you satisfied with the website?**
  - Yes: 95.0%
  - No: 5.0%

**Social Media**

- **Do you use Facebook?**
  - Yes: 7.7%
  - No: 92.3%

- **Do you know that Riverlink has a Facebook page?**
  - Yes: 75.0%
  - No: 25.0%

- **Have you 'liked' it?**
  - Yes: 80.8%
  - No: 19.2%

- **Would you like to see Riverlink on other forms of social media?**
  - Yes: 70.8%
  - No: 29.2%
Individual Funding

- Have You Heard of Person Centredness: 10.7% Yes, 48.2% No, 41.1% Not Sure
- Do You Know What is Meant by a Person Centred System?: 19.6% Yes, 44.6% No, 35.7% Not Sure
- Have You Heard of Individualised Funding?: 7.1% Yes, 23.2% No, 69.6% Not Sure
- Do You Know What Individualised Funding is?: 21.4% Yes, 25.0% No, 53.6% Not Sure
- Would You Manage Individualised Funding Yourself?: 48.2% Yes, 17.9% No, 33.9% Not Sure

What Would Carers Need to Manage Individual Funding?

- No assistance or support: 32.1%
- Information session: 35.7%
- Book keeping course: 37.5%
- Computer course: 12.5%
- Financial advice: 5.4%
- Legal advice: 66.1%
- Additional respite/services: 17.9%
- Not sure: 8.9%
- Other (please specify): 42.9%
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management committee report</td>
<td>1</td>
</tr>
<tr>
<td>Independent auditor’s report</td>
<td>2</td>
</tr>
<tr>
<td>Statement by members of the management committee</td>
<td>4</td>
</tr>
<tr>
<td>Statement of comprehensive income</td>
<td>5</td>
</tr>
<tr>
<td>Statement of financial position</td>
<td>6</td>
</tr>
<tr>
<td>Statement of recognised income and expenses</td>
<td>7</td>
</tr>
<tr>
<td>Statement of cash flows</td>
<td>8</td>
</tr>
<tr>
<td>Notes to the financial statements</td>
<td>9</td>
</tr>
<tr>
<td>Certificate by members of the committee</td>
<td>17</td>
</tr>
</tbody>
</table>
Riverlink Interchange Inc.
ABN: 43 977 688 157
Management Committee Report
for the year ended 30 June 2014

Your committee members submit the financial report of Riverlink Interchange Inc. ("the Association") for the financial year ended 30 June 2014, and the auditors' report thereon.

Committee members

The names of the committee members in office at any time during, or since the end of, the year are set out below:

Names
Anthony McGrath
Lynne Fisher
David Galwey
Helen Hukins

Greg Harrison
Judy Johnson
Barbara Taylor (Appointed 20 September 2013)
Marcella Letteri (Appointed 21 June 2014)

Committee members have been in office since the start of the financial year to the date of this report unless otherwise stated.

Executive officer

Mr. Ray Palmer, was appointed to the position of Executive Officer during April 2012.

Principal activities

The principal activities of Riverlink Interchange Inc. during the financial year were to provide respite care to the families and carers of people with special needs in the community.

Operating and financial review

The surplus of the Association for the financial year amounted to $56,986 (2013: $19,954).

Significant changes in state of affairs

No significant changes in the Association's state of affairs occurred during the financial year.

Events subsequent to reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

Signed in accordance with a resolution of the Members of the Committee:

Dated at Ermington this 24th day of October 2014.

Anthony McGrath
Committee member

Lynne Fisher
Committee member
Independent auditor's report
to the members of
Riverlink Interchange Inc.

Report on financial statements

We have audited the accompanying financial report of Riverlink Interchange Inc. ("the Association") which comprises the statement of financial position as at 30 June 2014 and the statement of comprehensive income, statement of recognised income and expenses and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by members of the committee.

Committees' responsibility for the financial report

The committee of the Association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporations Act 2009. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing 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 judgment, 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 and fair presentation of the financial report 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 Australian professional ethical pronouncements.
Independent auditor’s report
to the members of
Riverlink Interchange Inc.

Audit Opinion

In our opinion the financial report gives a true and fair view of the financial position of Riverlink Interchange Inc. as at 30 June 2014, and of its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the Associations Incorporations Act 2009.

Arnold Stevens Finlay Assurance Services Pty Limited
Chartered Accountants

S Balram
Director

24 October 2014.
Ermington.
Riverlink Interchange Inc.
ABN: 43 977 688 157
Statement by members of the management committee
for the year ended 30 June 2014

In the opinion of the committee the financial report as set out on pages 5 to 16:

a) Presents a true and fair view of the financial position of Riverlink Interchange Inc. as at 30 June 2014 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.

b) At the date of this statement, there are reasonable grounds to believe that Riverlink Interchange Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee:

Dated at Ermington this 24th day of October 2014.

[Signatures]

Anthony McGrath
Committee member

Lynne Fisher
Committee member
Riverlink Interchange Inc.
ABN: 43 977 688 157
Statement of comprehensive income
for the year ended 30 June 2014

<table>
<thead>
<tr>
<th>Note</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>1,879,601</td>
<td>1,849,577</td>
</tr>
<tr>
<td>Direct cost of service</td>
<td>(1,101,030)</td>
<td>(1,072,643)</td>
</tr>
<tr>
<td>Employee benefits expense</td>
<td>(514,663)</td>
<td>(483,269)</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>(7,267)</td>
<td>(7,088)</td>
</tr>
<tr>
<td>Funded expenses</td>
<td>(14,954)</td>
<td>(44,797)</td>
</tr>
<tr>
<td>Agency expenses</td>
<td>(45,683)</td>
<td>(32,691)</td>
</tr>
<tr>
<td>Other expenses</td>
<td>(139,018)</td>
<td>(189,135)</td>
</tr>
<tr>
<td><strong>Surplus before income tax</strong></td>
<td>56,986</td>
<td>19,954</td>
</tr>
<tr>
<td>Income tax expense</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Surplus for the year</strong></td>
<td>56,986</td>
<td>19,954</td>
</tr>
<tr>
<td>Other comprehensive income</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the year</strong></td>
<td>56,986</td>
<td>19,954</td>
</tr>
</tbody>
</table>

The accompanying notes form an integral part of these financial statements.
## Statement of financial position
as at 30 June 2014

<table>
<thead>
<tr>
<th>Note</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>7</td>
<td>1,068,556</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>8</td>
<td>35,269</td>
</tr>
<tr>
<td>Other assets</td>
<td>9</td>
<td>13,364</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td></td>
<td>1,117,186</td>
</tr>
<tr>
<td><strong>Non-current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plant and equipment</td>
<td>10</td>
<td>18,493</td>
</tr>
<tr>
<td><strong>Total non-current assets</strong></td>
<td></td>
<td>18,493</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td></td>
<td>1,135,679</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>11</td>
<td>224,973</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>12</td>
<td>41,728</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td></td>
<td>266,701</td>
</tr>
<tr>
<td><strong>Non-current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee benefits</td>
<td>12</td>
<td>18,520</td>
</tr>
<tr>
<td><strong>Total non-current liabilities</strong></td>
<td></td>
<td>18,520</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td></td>
<td>285,221</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td></td>
<td>850,458</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Members funds</td>
<td></td>
<td>850,458</td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td></td>
<td>850,458</td>
</tr>
</tbody>
</table>

The accompanying notes form an integral part of these financial statements
Riverlink Interchange Inc.
ABN: 43 977 688 157
Statement of recognised income and expenses
for the year ended 30 June 2014

<table>
<thead>
<tr>
<th></th>
<th>Accumulated surplus $</th>
<th>Total $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at 1 July 2012</td>
<td>773,518</td>
<td>773,518</td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>19,954</td>
<td>19,954</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2013</strong></td>
<td></td>
<td><strong>793,472</strong></td>
</tr>
<tr>
<td>Balance at 1 July 2013</td>
<td>793,472</td>
<td>793,472</td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>56,986</td>
<td>56,986</td>
</tr>
<tr>
<td><strong>Balance at 30 June 2014</strong></td>
<td></td>
<td><strong>850,458</strong></td>
</tr>
</tbody>
</table>

The accompanying notes form an integral part of these financial statements
Riverlink Interchange Inc.
ABN: 43 977 688 157
Statement of cash flows
For the year ended 30 June 2014

<table>
<thead>
<tr>
<th>Note</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Cash flows from operating activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash receipts from customers</td>
<td>1,821,612</td>
<td>1,971,992</td>
</tr>
<tr>
<td>Cash paid to suppliers and employees</td>
<td>(1,801,413)</td>
<td>(1,967,532)</td>
</tr>
<tr>
<td>Cash generated from operations</td>
<td>20,199</td>
<td>4,460</td>
</tr>
<tr>
<td>Interest received</td>
<td>38,560</td>
<td>48,525</td>
</tr>
<tr>
<td>Net cash provided by operating activities</td>
<td>58,759</td>
<td>52,985</td>
</tr>
<tr>
<td><strong>Cash flows from investing activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisition of plant and equipment</td>
<td>(10,028)</td>
<td>(4,745)</td>
</tr>
<tr>
<td>Net cash (used in) investing activities</td>
<td>(10,028)</td>
<td>(4,745)</td>
</tr>
<tr>
<td><strong>Net increase in cash held</strong></td>
<td>48,731</td>
<td>48,240</td>
</tr>
<tr>
<td>Cash and cash equivalent at 1 July</td>
<td>1,019,825</td>
<td>971,585</td>
</tr>
<tr>
<td><strong>Cash and cash equivalents at 30 June</strong></td>
<td>1,068,556</td>
<td>1,019,825</td>
</tr>
</tbody>
</table>

The accompanying notes form an integral part of these financial statements
Riverlink Interchange Inc.
ABN: 43 977 688 157
Notes to the financial statements
for the year ended 30 June 2014

1. Reporting entity

Riverlink Interchange Inc ("the Association") as an individual entity domiciled in Australia. Riverlink Interchange Inc is an Association incorporated in New South Wales under the Associations Incorporations Act 2009.

2. Basis of preparation

Statement of compliance

Riverlink Interchange Inc applies Australian Accounting Standards – Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements and other applicable Australian Accounting Standards – Reduced Disclosure Requirements.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board and the Associations Incorporations Act 2009. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Basis of measurement

The financial statements have been prepared on the historical costs basis.

Functional and presentation currency

These financial statements are presented in Australian dollars, which is the Association's presentation and functional currency.

Use of estimates and judgments

The preparation of financial statements requires the committee to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which the estimate is revised and in any future periods affected.

In particular, information about significant areas of estimation uncertainty and critical judgments in applying accounting policies that have the most significant effect on the amounts recognized in the financial statements are described in the following notes:

- Note 10 – Plant & equipment
- Note 12 – Employee benefits
3. Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in the financial statements:

(a) Income taxes

Under Division 50 of the *Income Tax Assessment Act 1997*, the Association is exempt from income tax and accordingly no provision has been made for income tax.

(b) Plant and equipment

Plant and equipment are measured on the cost basis.

*Depreciation*

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is held ready for use. The depreciation rates used for each class of depreciable asset are:

<table>
<thead>
<tr>
<th>Class of asset</th>
<th>Depreciation rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furniture and fittings</td>
<td>15% to 33%</td>
</tr>
<tr>
<td>Motor vehicles</td>
<td>25%</td>
</tr>
</tbody>
</table>

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance date.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the statement of comprehensive income.

(c) Leases

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(d) Financial instruments

*Initial recognition and measurement*

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument.

Financial instruments are classified and measured as set out below:

*Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.

*Financial liabilities*

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortization.
3. Significant accounting policies (continued)

Impairment

At each reporting date, the Association assesses whether there is objective evidence that a financial instrument has been impaired. Impairment losses are recognised in the statement of comprehensive income.

(e) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

(f) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

(g) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(h) Revenue

Grant revenue is recognized in the statement of comprehensive income when it is controlled. When there are conditions attached to the grant revenue relating to the use of those grants for specific purposes it is recognized in the statement of financial position as a liability until such conditions are met or services provided. All other revenues are recognised as income of the period in which the funds are received.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax.

(i) Government grants

Government grants are recognized at fair value where there is reasonable assurance that the grant will be received and all the grant conditions will be met. Grants relating to expense items are recognized as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to income when the assets have been acquired and grant conditions met. A corresponding asset is capitalized and depreciated over the period of its useful life.

(j) Unexpended grants

The Association receives grant monies to fund projects either for contracted periods of time or specific projects irrespective of the period of time required to complete those projects. It is the policy of the Association to treat grant monies as unexpended grants in the statement of financial
Riverlink Interchange Inc.
ABN: 43 977 688 157
Notes to the financial statements
for the year ended 30 June 2014

3. Significant accounting policies (continued)

position where the Association is contractually obliged to provide the services in a subsequent financial period to when the grant was received or, in the case of a specific project grant, where the project has not been completed.

(k) 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 taxation authority. 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 statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(l) New standards and interpretations not yet adopted

A number of new standards, amendments to standards and interpretations are effective for annual periods beginning after 1 July 2013, and have not been applied in preparing these financial statements. None of these is expected to have a significant effect on the financial statements.

4. Financial risk management

The Association has exposure to the following risks from their use of financial instruments:

- Credit risk

This note presents information about the Association’s exposure to the risk, their objectives, policies and processes for measuring and managing risk and the management of capital. The Committee Members has overall responsibility for the establishment and oversight of the risk framework.

Risk management policies are established to identify and analyse the risks faced by the Association, to set appropriate risk limits and controls, and to monitor risks and adherence to limits. Risk management policies and systems are reviewed regularly to reflect changes in market conditions and the Association’s overall activities.

Credit risk

Credit risk is the risk of financial loss to the Association if a customer or counterparty to the financial instrument fails to meet its contractual obligations, and arises principally from the Association’s receivable from customers.

Trade and other receivables

The Association’s exposure to credit risk is influenced by the individual character of each customer.

The Committee has established a credit policy under which each new customer is analysed individually for credit worthiness before the Association’s standard payment and delivery terms and conditions are offered. Purchase limits are established for each customer, which represents the maximum open amount without requiring approval from the Committee, these limits are reviewed regularly.
5. Revenue

Operating revenue
Government grants 1,665,094 1,631,624
Other grants 14,954 44,797
Service user contributions 82,631 83,839
Agency 69,389 38,799

1,832,068 1,799,059

Other revenue
Interest received 38,560 48,525
Other income 8,973 1,993

47,533 50,518

Total revenue 1,879,601 1,849,577

6. Key management personnel compensation

Short-term benefits 62,389 60,322
Post employment benefits 5,694 5,886

68,083 66,208

7. Cash and cash equivalents

Cash on hand 1,000 1,000
Cash and cash equivalents 39,623 24,869
Short-term deposits 1,027,933 993,956

1,068,556 1,019,825

The weighted average effective interest rate for the year ended 30 June 2014 is 3.15% (2013: 4.3%). The maturity dates of short-term deposits range between 4 and 7 months.

8. Trade and other receivables

Current
Accrued interest 8,274 4,843
Trade debtors 26,995 10,997

35,269 15,840

9. Other assets

Current
Prepayments 11,361 10,821
Rental bond 2,000 2,000

13,361 12,821

- 13 -
## 10. Plant & equipment

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Furniture &amp; fittings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At cost</td>
<td>84,726</td>
<td>74,698</td>
</tr>
<tr>
<td>Less: accumulated depreciation</td>
<td>(66,233)</td>
<td>(58,966)</td>
</tr>
<tr>
<td></td>
<td>18,493</td>
<td>15,732</td>
</tr>
<tr>
<td>Total plant and equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>18,493</td>
<td>15,732</td>
</tr>
</tbody>
</table>

### Movement in carrying amounts

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Furniture &amp; fittings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at the beginning of the year</td>
<td>15,732</td>
<td>15,732</td>
</tr>
<tr>
<td>Additions</td>
<td>10,028</td>
<td>10,028</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>(7,267)</td>
<td>(7,267)</td>
</tr>
<tr>
<td>Balance at the end of the year</td>
<td>18,493</td>
<td>18,493</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Furniture &amp; fittings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at the beginning of the year</td>
<td>21,620</td>
<td>21,620</td>
</tr>
<tr>
<td>Additions</td>
<td>1,200</td>
<td>1,200</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>(7,088)</td>
<td>(7,088)</td>
</tr>
<tr>
<td>Balance at the end of the year</td>
<td>15,732</td>
<td>15,732</td>
</tr>
</tbody>
</table>

## 11. Trade and other payables

### Current

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade payables</td>
<td>141,736</td>
<td>164,868</td>
</tr>
<tr>
<td>Deposits</td>
<td>17,652</td>
<td>2,170</td>
</tr>
<tr>
<td>GST payable</td>
<td>16,164</td>
<td>9,524</td>
</tr>
<tr>
<td>Sundry payables and accrued expenses</td>
<td>49,421</td>
<td>42,622</td>
</tr>
<tr>
<td></td>
<td>224,973</td>
<td>219,184</td>
</tr>
</tbody>
</table>

Financial liabilities at amortised cost classified as trade and other payables
- Trade and other payables | 224,973 | 219,184

Financial liabilities as trade and other payables | 224,973 | 219,184
Riverlink Interchange Inc.  
ABN: 43 977 688 157  
Notes to the financial statements  
for the year ended 30 June 2014

12. Employee benefits

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liabilities for annual leave</td>
<td>22,651</td>
<td>19,877</td>
</tr>
<tr>
<td>Liabilities for long service leave</td>
<td>19,077</td>
<td>16,898</td>
</tr>
<tr>
<td><strong>Total current</strong></td>
<td>41,728</td>
<td>36,775</td>
</tr>
<tr>
<td><strong>Non-current</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liabilities for long service leave</td>
<td>18,520</td>
<td>14,787</td>
</tr>
</tbody>
</table>

13. Capital and leasing commitments

There were no contingent liabilities or capital expenditure commitments at balance date.

**Operating lease commitments**

*Leases as lessee*

Non-cancellable operating lease rentals contracted for but not capitalised in the financial statements include property leases as lessee.  
Minimum lease payments payable:

- Not later than 12 months | 41,789 | 40,572 |
- Between 12 months to 5 years | 133,041 | 174,830 |

**Total minimum lease payments** | 174,830 | 215,402 |

The Association leases its office premises under operating lease. The lease typically runs for a period of 5 years, with an option to renew the lease after that date. Lease payments are increased annually to reflect market conditions.

During the year ended 30 June 2014, $36,884 (2013: $34,242) was recognised as an expense in the statement of comprehensive income in respect of the operating leases.

14. Financial risk management

The Association’s financial instruments consist mainly of deposits with banks, accounts receivable and payable and leases. The total of each category of financial instruments measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>7</td>
<td>1,068,556</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>8</td>
<td>35,269</td>
</tr>
<tr>
<td><strong>Total financial assets</strong></td>
<td></td>
<td>1,103,825</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Financial liabilities</strong></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial liabilities at amortised cost:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>11</td>
<td>224,973</td>
</tr>
<tr>
<td><strong>Total financial liabilities</strong></td>
<td>224,973</td>
<td>219,184</td>
</tr>
</tbody>
</table>
15. Economic dependency

The Association derives a significant portion of its revenue from the Commonwealth and State Governments. During the year ended 30 June 2014 approximately 89% (2013: 91%) of the Association’s revenue was sourced from the Commonwealth and State Governments.

16. Members’ guarantee

In the event the Association is wound up, the Constitution states the liability of members to contribute towards the payment of debts and liabilities of the Association or the cost, charges and expenses of winding-up of the Association is limited to the amount, if any, unpaid by any member in respect of annual membership fees. At 30 June 2014 the number of members was 87 (2013: 81). Current membership fees are $5.50 (GST inclusive) per individual member.

17. Related parties

From time to time, the members of the Association or their related parties may acquire services of the Association. These services are on the same terms and conditions as those entered into by other members or customers and are trivial or domestic in nature.

18. Segment reporting

The Association operates predominantly in one business and geographical segment, being care and support services for people and their families with special needs in the community.

19. Association details

The registered office and principal place of business of the Association is:

Shop No. 8
39 Bartlett Street
Ermington NSW 2115.

20. Subsequent events

There have been no events subsequent to balance date which would have a material effect on the Association’s financial statements at 30 June 2014.
Riverlink Interchange Inc.
ABN: 43 977 688 157
Certificate by members of the committee
for the year ended 30 June 2014

I, Anthony McGrath of
and
I, Lynne Fisher of
certify that:

(a) We are members of the Management Committee of Riverlink Interchange Inc.
(b) We attended the Annual General Meeting of the Association held on 21 November 2014.
(c) We are authorised by the attached resolution of the committee to sign this certificate.
(d) This annual statement was submitted to the members of the association at its Annual General Meeting.

Dated at Ermington this 21st day of November 2014.

Anthony McGrath
Committee member

Lynne Fisher
Committee member