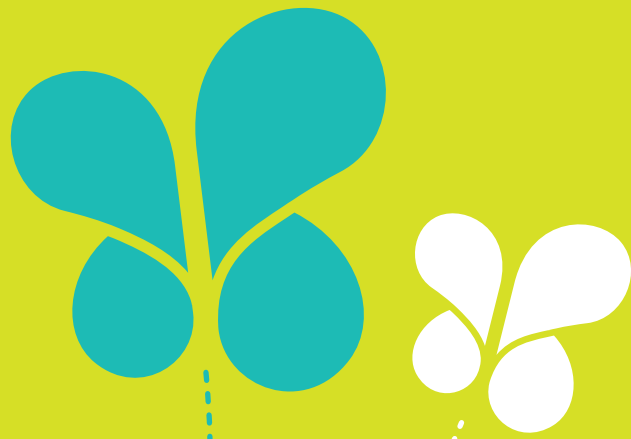




2022 Annual Report





Ask Amicus

Every Friday 1-2pm at the Amicus Office
113 Williamson Street, Bendigo

The Pathways team would love to offer participants and families their experience and expertise to assist by being available to answer any questions you may have.

Contact us

General enquiries

Phone: 03 5441 2666

Email: admin@amicus.org.au

Find out about our services from our Pathways, Capacity and Engagement Team

Email: pathways@amicus.org.au

Sign up to Amicus news on our website

www.amicus.org.au



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[@AmicusCommunityServices](https://www.instagram.com/AmicusCommunityServices)

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Vision, Purpose and Values

Our Vision:

Everyone living their best life.

Our Purpose:

We make a difference - together.
One person at a time, one place at a time.

Our Values:



Respecting diversity

We welcome and respect each and every person - their culture and individual needs, choices and abilities - and what matters most to them.



Building partnerships

We work intentionally to build strong partnerships with and for our people and the communities in which we work.



Social impact

We believe in a just society, with equal opportunities, where everyone can contribute, is included and feels that they belong.



Developing leadership

We develop the capabilities of our people we advocate and champion and have the courage to shape a better future.

Our strategic statement:

We create opportunities and impact – one person at a time and one place at a time, through our innovative and high quality services and supports, community partnerships and contemporary technology – for people of all abilities, ages and stages, in the communities in which we work. Every participant will tell us that we make a positive difference to their lives, every employee will feel valued and communities will welcome our contribution.

Goal 1

Grow our organisation to meet community need

Goal 2

Be the employer of choice

Goal 3

Have the best possible impact on people and places

Goal 4

Achieve excellent organisational health

Amicus Manifesto

We are vibrant and purposeful innovators,
we remove boundaries and celebrate
each person's capabilities.

Individuality is your right;
no two people in the world are the same.

We respect that each is unique and
have different wants, desires and needs.

We are passionate about people,
the individual, the human.

We listen, adapt and support others
with flexibility and individuality.

Together we pursue your uniqueness,
and take nothing for granted.

We are fun, we celebrate and we lead.

We are here, we are available -
whenever you need us.

Everyone deserves a good life -
a chance to follow their passion;
to find their own way.

We champion normality, independence
and community connectivity.

We work only with One Person At A Time.

We are Amicus.



Chair's report



It is with great pleasure that I release the 2021-2022 Annual Report for Amicus.

This is my 15th report to you as Chair of this wonderful organisation's committed Board of Directors and chief steward of its purpose and strategy.

This year marks a number of firsts for Amicus, one of them being the first full year of operating as a Company Limited by Guarantee. We adopted this new structure, common among charitable organisations, to strengthen our internal governance frameworks within which we operate.

We have also said goodbye to our long-term CEO Anne Maree Davis, and we thank her for all that she has done over the years for AMICUS. Her contribution has been significant, and Amicus would not be where it is today without her. We have had a significant turnover of staff at many levels as the organisation refreshes itself and its people.

There has also been some turnover of Directors during the year as is normal and I would like to thank Belinda Smith, Heather Paterson, Pam Macdonald and Nicole Cox for their service. I would also like to formally welcome to the Board and introduce to our stakeholders our new Directors; Norm Cockerell and Katherine Shamai.

We are spoiled to have such a passionate Board who have embarked with us on our purpose of one person at a time, one place at a time in order to help people living with disability live their best lives as partners on their journey.

Talking about purpose is easy, and writing about it isn't too hard either, but actually living it in the organisation on a day-to-day basis is actually quite the challenge.

Just as everyone has a definition of say, the word 'good', when you unpack and challenge that it becomes apparent that there are often dramatic variations in definition and nuances in use. Often the definition depends on the context and every context is subtly different, so all of a sudden what seems simple is anything but!

Unsurprisingly, so it is too, with organisations and their purpose.

As part of us living up to the standards that we set for ourselves and our team at Amicus, the Board and Executive Team did extensive work to further define our organisation's values, the values that will drive our culture that will support our purpose through 2021 and into 2022.

The Board settled after extensive consultation with staff, participants and stakeholders on our new strategy which is underpinned by our values, that are shaped by our purpose.

Our new strategy for the future has been delayed by the ongoing impacts of COVID-19 as it washes through our community and we are looking forward to a launch of this new approach in 2023, with our new CEO and refreshed Executive Team.

2021/22 has been a challenging year as I mentioned above with COVID-19 and the disruption that it has caused.

The impacts of lockdowns have been harsh and particularly felt by so many of our participants, but also by so many of our staff. If our participants can't leave the house, we can't employ our people to assist where they need to.

The actual impacts of the disease have also affected many participants and staff, both our office-based staff as well as our community support workers.

We have been vigilant about our responsibilities to our staff during this time and we will continue to be. Every place our community support workers visit during their varied and often wide-ranging support work is a workplace for OHS and other purposes, we have had to be very aware of this.

It has been a year of begrudging recognition that living with COVID-19 is not a return to what we thought normal was. It is an insidious disease that will likely be around for a very long time, the effects of which we are still unsure and uneasy about and indications from peer-reviewed research that is emerging are troubling. Nonetheless, we must and will continue to deal with this each and every day as best we can.

We have moved to consolidate our staff into a single office after years of distributed offices which did not serve us well, we have invested heavily over the last few years in better IT systems, but our implementations are still underway as we navigate the suddenly changed world and world of work that we find ourselves in.

It is appropriate that I formally and very gratefully acknowledge all the staff of Amicus, particularly the Community Support Workers. Who have in so many cases worn the brunt of the changes, worn the frustration of the changes in moving to new systems and ways of work, worn the irritation of the maturing of standards and the need for training that a maturing NDIS requires, as we see ever more complex requirements evolving in standards and in participants plans. At the same time, we welcome the attention to detail and the increasing focus on the quality and standards of the NDIS.

It has been a hard year for Amicus in many ways, but we are optimistic about the coming year, we have made many changes. We have a new CFO and CEO and we have approved a Reset, Respect, Recover Business Plan to grow our services. This means we can support more people as we grow.

We have implemented new internal structures and systems and we are paying attention to the needs of our participants and staff much more closely than in the past as we move forward.

We are actively investing in growth, as almost every service in the field and sector did it tough in 2021/22, almost every organisation ran deficits and has had to slim down or 'cut its cloth' to match more straightened circumstances. Amicus will continue to invest in our people, in our systems and in our potential. We aim to come out of this difficult new decade bigger, better and bolder, living our purpose and values for all to see.

Following the very sad passing of a dear participant at Amicus, on behalf of the Board, staff, families and friends of Amicus, we acknowledge everyone who was affected by the loss and extend our sincerest condolences.

At Amicus, we are committed to ongoing continuous improvement and review of internal systems, and I would like to personally assure you that Amicus Executives are taking the appropriate advice and measures to investigate the death.

We understand that many of us at Amicus have been affected by the passing and that there may be some questions and concerns that have surfaced.

I can assure you that we are committed to communicating appropriate information once we have obtained more information from the current investigations.

As always it is appropriate to finish such a report as this by thanking those people who exercise their choice and control over their lives by asking us to support them where we can, our participants, the people that we exist for.

In this marketplace that we find ourselves in, for better or for worse you make the decision to partner with us for your supports, as your service providers, as your partners on your journey and we are grateful for that, we and I thank you for that.

Paul Somerville

Chair



Interim CEO report



It has been my great privilege to act as the Interim CEO for Amicus for the period 1 June, 2022 to 30 August, 2022, a period of four months that has flown by in the blink of an eye.

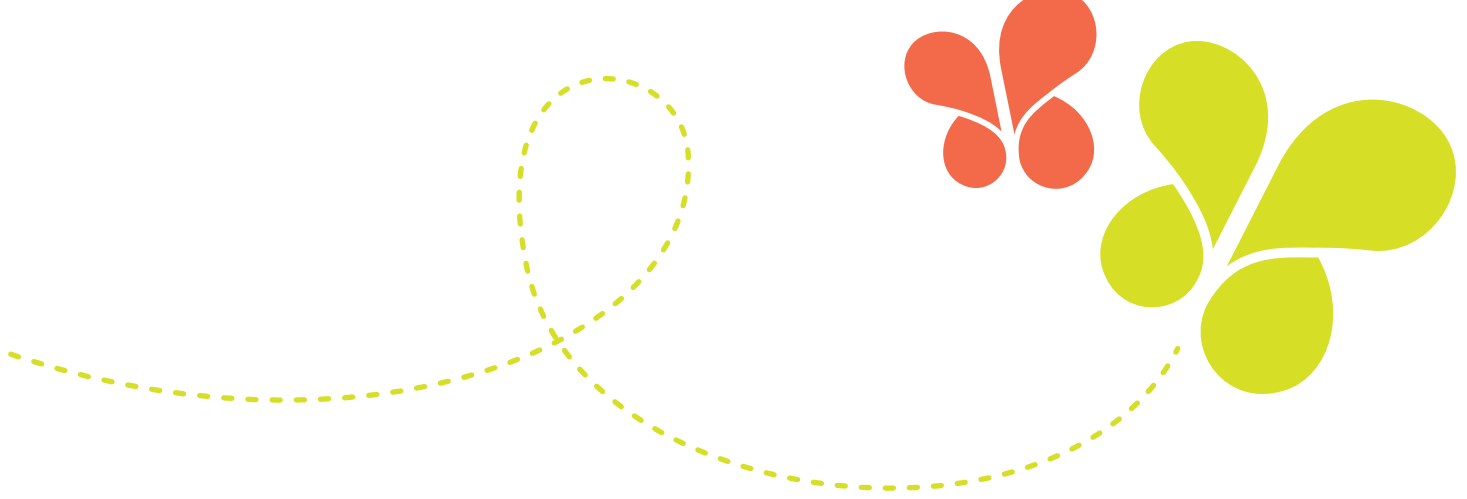
It's been an eye opening, sometimes eye watering, but endlessly fascinating experience to follow in my great friend Anne Maree Davis's footsteps and contribute to finishing or finessing so much of what she set in motion and working (with some tables turned I add!) for my very good friend Paul Somerville, Chair of Amicus.

In reflecting on the short period of time that fits this annual report timeline, I can offer some glimpses into what has been a hard year for Amicus and our participants and make some observations about where Amicus is headed next and what that might look like.

Amicus has grown dramatically over recent years. The system that Amicus works within has grown and continues to mature as a work in progress. It is no easy business to be in, but believe me it has all the 'feels' all the 'good feels' to see and interact with the participants of Amicus, to meet them, to see their joy at their lives actively underway doing things they want to do. It is truly a gift to be involved in this sector for even a short time.

As all would know the funding of NDIS over recent years has been compressed, change is the standard, not the exception. Plans have been stretched and reduced, sometimes capriciously and participants, their advocates and their service providers have been bounced about. Sometimes at the mercy of faceless decision makers, sometimes as a result of changed circumstances that slow moving systems cannot process in any fashion, let alone timely fashion.

Throw into that mix the perverse and dramatic circumstances of a global pandemic and all that leads to, add and stir in the consequential labour force shortages, sprinkle the 'great retirement' that has flattened so many sectors and industries, and you would be hard pressed to find any upside!



During this time of disruption Amicus embarked on a rapid program of upgrades to structures, systems, ways of operating and its own governance and even company structure. That was bold!

Naturally, when multiple transformation events are underway in a tightly constructed internal environment and unpredictable external environment, not everything goes as it should, not everything works 'straight out of the box' and so there have been many challenges at Amicus. It's been hard on everyone, and that shows.

Sadly, I also should mention that back in May 2021, a participant under the care of Amicus passed away. Since this incident occurred, Amicus has responded immediately and implemented systematic changes and is working with statutory and regulatory authorities. At the date of writing, no formal findings have been issued. We have also extended our sincerest sympathies to all family, friends and staff affected.

However, Amicus has a new plan, it has a Board deliberately and consciously investing in its growth and future.

Amicus has outstanding service delivery staff, it has fabulous back-room staff, and it has amazing community support workers who front up day after day, shift after shift to work with the people that they love to work with. Amicus' people are not just hard working, they're not just talented, passionate and committed, they are resilient, and that is something to be celebrated.

This is a remarkable reservoir of human resources to charge into the future with... and there is a plan to do that, and they are underway with that.

Amicus has had to professionalise a lot over recent years to ensure that we meet all of the standards and safeguards that we would expect, but the change process has left many behind, has left many disaffected, many disengaged, but equally, over recent months we have been significantly looking to re-engage with our support worker workforce and we will continue to do so.

We are making it easier to work at Amicus, we are tightening the systems, we are ironing out business process flows, we are tying ends back together where they have unraveled, and we continue to see the participants as the reason why we exist.

We will also look to make it easier to work with Amicus, we are streamlining many of our business process flows and critically looking at what we can and cannot do well, and we will continue to focus on what we do well.

I'd like to stick around and see how it goes, but this was always only ever going to be a temporary gig for me, I've got other things to do that will take precedence. I am however, thrilled to have been a part of resetting the executive and operational structures, the financial and business plan at Amicus, assisting with the recruitment of the new CFO, CEO and various other roles.

I think Amicus is set for an amazing future, it need just reach out its hand to take the opportunities that present at every aspect of its environment.

I'll be playing close attention and cheering from the sidelines as I wish you all both good luck and adieu!

Ken Marchingo AM
Interim CEO

Board of Directors



Paul Somerville
Chairman



Mike Kiernan
*Director/Company
Secretary*



Joe Ciancio
Director



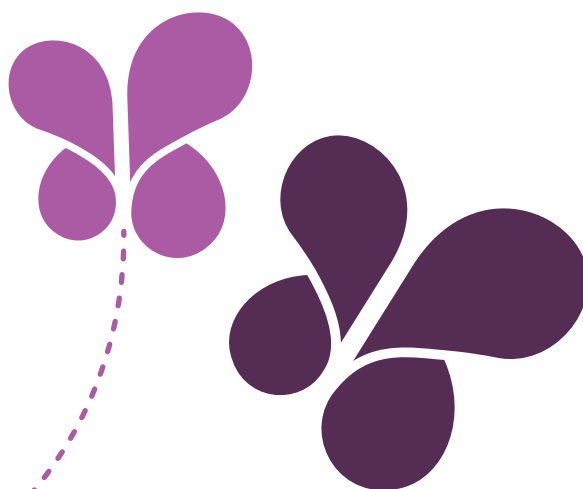
Norm Cockerell
Director



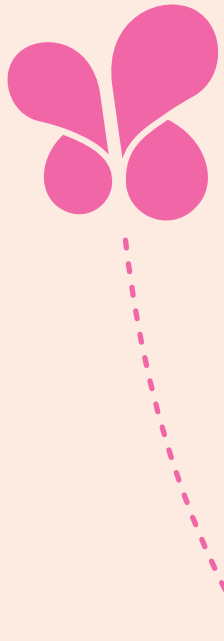
Ben Yuen
Director



Katherine Shamai
Director



Executive Leadership Group



Kevin Feeney
Chief Executive Officer



Peter Quinlan
Chief Financial Officer



Kerrie Treacy
Acting Chief People,
Culture & Quality Officer



Sophia Wight
Service Delivery
Manager

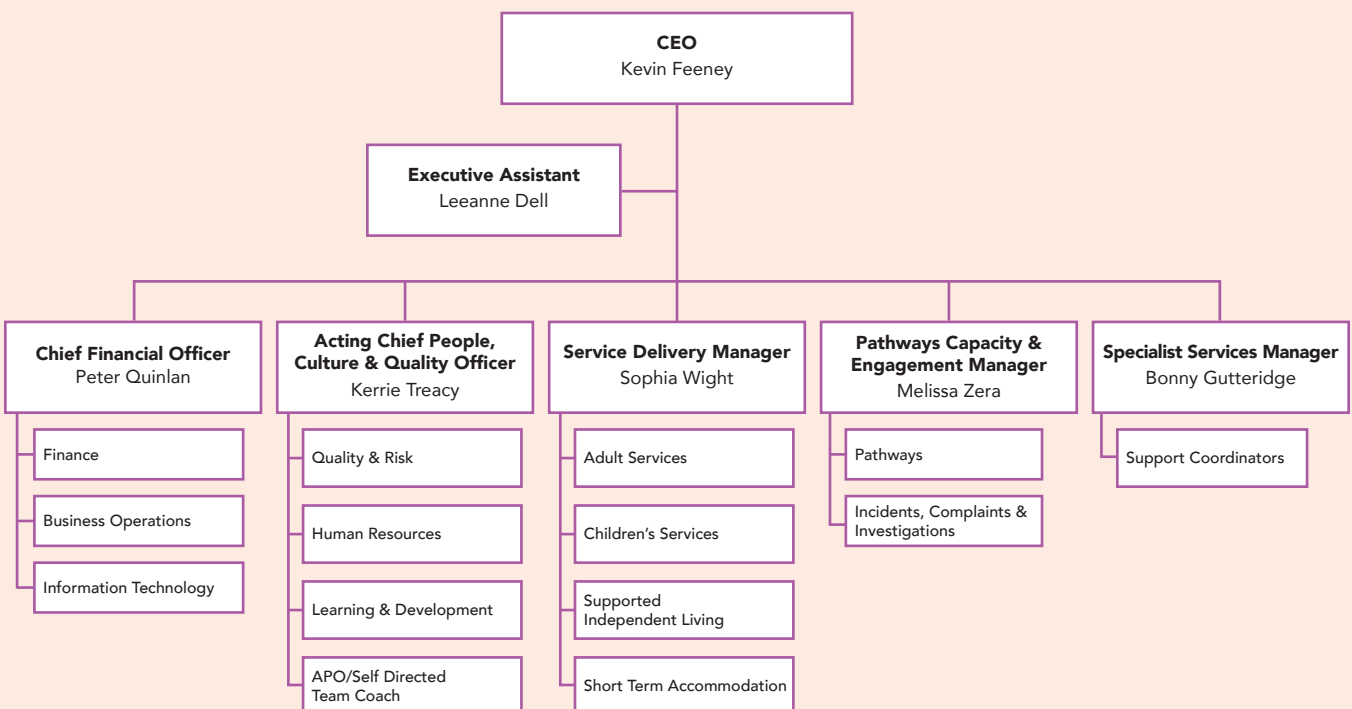


Melissa Zera
Pathways, Capacity and
Engagement Manager



Bonny Gutteridge
Support Coordination
Manager

Organisational Chart



Executive report

What a challenging year we have had with the COVID-19 Pandemic continuing to have a worldwide effect!

In the Amicus world it was no different – we had the challenges of lockdowns, curfews and isolations with COVID-19 eventually catching up with many staff and participants.

After 14 years our CEO Ann-Maree left the organisation and an Interim CEO, Ken Marchingo was appointed. Ken arrived energised and with great ideas and strategies but most of all he steadied the ship and supported each and every one of us through the change, and we thank him for that.

We continued to push forward, having implemented new strategies and further developed in progress plans all with our vision set on the Amicus of the future!

The Leadership Team along with emerging leaders attended a mid-week mastery management training course with Michael Kendrick who zoomed in from Canada weekly, for a 6 week period to provide training around socially valued roles, right relationships and pathways to social inclusion.

With the Board of Directors and following consultation with staff, community members and participants, the Leadership Team, some for the first time as part of the Executive, were involved in the process of developing our new Strategic Plan. To be afforded the opportunity to work with the Board to steer the Amicus ship has been an invaluable experience and we thank our Board of Directors for their dedication to the organisation and their belief in us to deliver.

The completion of our two SDA Units has been a long-time organisational dream and one that has seen in the course of development the involvement of most of the Executive Team. It has been a long road but well worthwhile. To be able to provide first-class accommodation to meet the needs of two very lucky participants has been a proud moment for us all.

Our first port of call, the passionate and dedicated Pathways Team continue to offer our community a streamlined single point of contact, intake and coordination across all of our services. They often tell us that they are grateful that every day they get to meet and work collaboratively with all of the Amicus participants, families and their networks. We know it can be challenging to navigate the systems and understand the NDIS, so this year we were very pleased to launch our 'Ask Amicus' service to offer our experience to assist.

We have continued to work with our Amicus Consultative Committee to support our work and ensure that our values of one person at a time, valued roles and community inclusion are embedded in everything we do, every day.

We were proud, with the Committee, to develop the first Amicus Community Inclusion and Capacity Building Plan 2021/22. We thank and acknowledge our members and we are always looking to welcome new participants and family members.

Our Incident and Feedback portfolio continues to provide a dedicated effort to improve the quality of services for participants. We welcome all forms of feedback as an opportunity, this year Amicus received 38 complaints, 2 comments and 16 compliments.

We have been blessed with dedicated staff, both back of house and on the frontline, and without them we could not have achieved the outcomes we have in these challenging times. They have worked together and in isolation, but always with the same goal to serve those who need our support.

Our greatest success has been to continue to watch our participants grow, achieve their goals and live their best life!





Amicus Consultative Committee (from left): Liz (Women with Disabilities Victoria WwDV), Nicole (Amicus), Sam (Community Member), Hayden, Kelli, Elly (Kalianna School), Britta (Community Member), absent: Emma (WwDV), Nikki (City of Greater Bendigo), Caitie, Cai, Di (Amicus)

Our partnerships

Webdon Drive Development

In 2015 when Amicus first commenced exploring potential options for our former Cecil Street site, we already knew that community need for affordable and accessible disability housing was reaching crisis point.

We made the innovative decision to redevelop the site into a 26 lot subdivision for sale, and to keep one lot. The proceeds of land sales then contributed to the development of two disability support units on our retained lot, designed to meet the urgent community need.

This has been a major project; not without risk and its share of challenges, including the supply difficulties of construction during a pandemic. Amicus has remained steadfast, firmly focussed on making a difference for our community.

In April 2022, we were delighted to finally to cut the ribbon on our new units, along with our key partners, many of our staff, and participants celebrating with us.

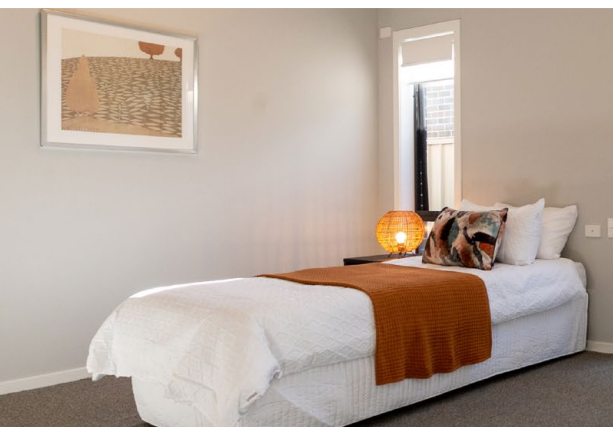
This project would not have happened without many years of unwavering focus, particularly from former CEO Ann-Maree Davis, and the Project Control Group which included representatives from the Amicus Board and Executive Team.

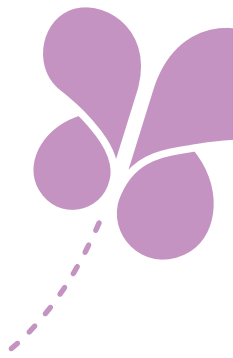
We thank the Gordon Webster Trust for their generous \$300,000 bequest; the name Webdon Drive pays homage to the significant contribution that this bequest has made to the success of the project.

We also thank and recognise Haven Home Safe for their contribution project managing the sub-division, and partnering with us to find tenants, and to our builder Belvol Homes.

This type of project is the road less travelled for organisations like Amicus, and whilst it certainly provided us with some challenges, the return on our investment impacts the wider community and our tenants, who now have a place that they can call home.

It is a project that brings our Vision, Mission and Values to life and is an achievement that we can all be truly proud of.





MASARG Partnership

Our long-term partnership with Mount Alexander Shire Accommodation and Respite Group (MASARG) has for many years, provided a much-needed respite service to Castlemaine and surrounding communities.

MARSARG was formed in 2009, recognising the need for respite accommodation that supports carers and families of people to take a break, whilst providing loved ones with specialist facilities and supports.

MASARG President Jan Steen remembers, "We felt we had an obligation to address the critical need for respite accommodation and found that the community was equally positive about the idea of building a custom facility for the benefit of those living with disabilities,"

The Castlemaine community rallied around the project and in 2016, the Lions McDonald Hill Respite House opened, partnering with Amicus to deliver the support needed.

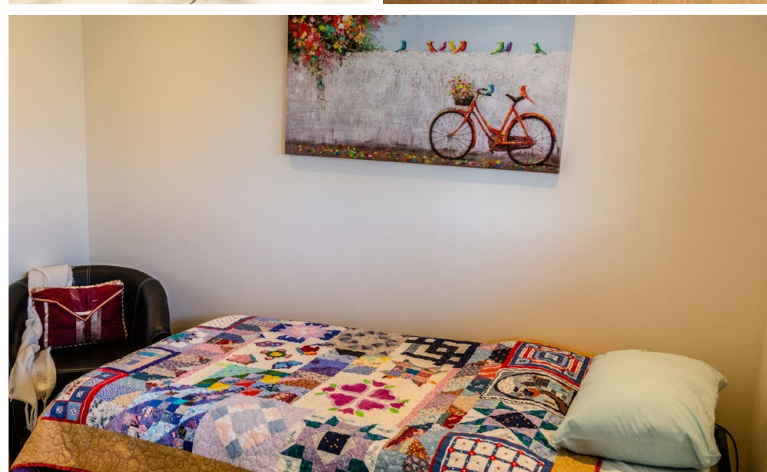
The house, which is often called the Melissa Court Respite House, is located in the suburb of McKenzie Hill and is set in a beautifully landscaped garden. It can accommodate four participants and has all-abilities features throughout, with 24-hour care provided by Amicus support workers.

After the height of the pandemic and spending time in lockdown, Amicus understands that the need for respite has increased intensely, as many carers have no option to lean on families or friends.

Amicus and MASARG have worked together to spread the word and remind people of the services available at Melissa Court, and that support is available within their community.

"We are really proud of what we have created with this facility and encourage carers within the community to take that break they so desperately need and deserve, with the knowledge that their loved one will have a great time during their stay," explained Jan.

All participants who stay at the Lions McDonald Hill Respite House, can look forward to one-to-one support, regular community outings and a great range of skills development activities to choose from.



OUR PEOPLE - COMMUNITY SUPPORT WORKERS

Amicus has a dedicated and diverse team of Community Support Workers who make a difference in the lives of our participants every day. We celebrate them all, and recognise exceptional effort when possible.

Irene goes the extra mile with her community support work

"I would like to give a shout-out and recognise Irene for her excellent work with the participants that she is currently supporting,"

– JAXON, TEAM LEADER



Amicus support worker Irene was recognised for her excellent services this year by her Team Leader, Jaxon. She has gone above and beyond with each participant she has supported, proudly having a positive impact on their lives.

"I would like to give a shout-out and recognise Irene for her excellent work with the participants that she is currently supporting," Team Leader, Jaxon said.

"She went the extra mile during COVID-19 challenges and helped cover shifts when we were short staffed," he said.

Irene came to Australia in January and has been with Amicus since April. While she is relatively new to the disability sector in Australia, Irene had previously worked in an aligned field and started work as soon as her required checks were completed.

When asked what her first impressions of Bendigo were Irene said, "I thought it was a nice place. I noticed the buildings were really old and significant and I thought it was well designed city; even the street lamps."

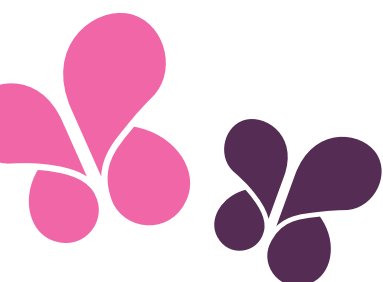
Irene said she is enjoying her work with Amicus and that she wanted to work somewhere that was directly involved with helping people.

"Here at Amicus I am working directly with the participants and helping them do things they want to do in their daily lives," she said. "I have three regular participants I work with and I like it when I make a difference."

Irene happily does overnight shifts when required and sometimes prepares dishes that she cooked in Kenya. She uses different spices and ingredients, and is glad to share her culture with the participants, who love her cooking.

"I like it when I have supported the participant to do something that they wanted to do, something that has made their lives more enjoyable or easier. It is very fulfilling when I can see the contribution that I make," Irene said.

Irene said she is looking forward to learning more and developing a connection with the people that she supports. She is currently studying project management and is looking forward to exploring other roles in the sector later on.



Tanner's stand-out work



Tanner has continually provided stand-out support with many participants and their achievements are shining a light on his outstanding work.

His notes show his care and dedication to the progress

of his participants goals, supporting them to break down their goals so they can take small steps towards achieving them.

Tanner has supported his participants to learn many new skills to help with their day-to-day lives and big goals.

From setting up computers, music practice, budgeting and many other skills, he continues to provide innovative support and celebrate each participants individuality.

One wonderful moment to recognise was when one of Tanner's participants was too anxious to get a haircut. Tanner thoughtfully jumped straight into the barber chair to enabled him to see what the barber would do and how he would cut his hair. This eased the participants anxieties and he was then happy to get his hair cut also.

Tanner is passionate about supporting participants to learn new life skills that will support them with independence and community connectivity. These skills build confidence and help participants achieve the life they deserve.

Fabulous Feedback

Many of our Community Support Workers have been recognised for their ongoing hard work and support, through fabulous feedback from our participants. They were recognised for their demonstration of the Amicus Values of building partnerships, respecting diversity, social impact and developing leadership.



Left to right: <Insert names>

PARTICIPANT STORY:

Creating special memories

One of our Children's Services participants had a day to remember in Melbourne.

Accompanied by his support worker, the young person travelled to Melbourne to visit the Melbourne Museum. It was not the first time they had been to Melbourne for a day outing, but it was the first for some time, so everything was fresh and exciting.

Even more exciting was the chance to visit and experience the special dinosaur exhibition.

The participant, who turned 10 this year, has been with Amicus for almost three years, with Robbie as his dedicated support person. Robbie said he really enjoys his time with the participant.

"We've got a good partnership," he said, "I have a soft spot for him ... I've watched him grow over the years."

"Usually we spend a few hours together on a Saturday, but I thought we'd do something different and have a day out." Robbie said.

The participant had a great time taking lots of photos on his iPad and looking at all the different dinosaurs. The triceratops display was his favourite.

Triceratops – The Fate of the Dinosaurs was an immersive experience where participants could explore the Cretaceous period, join in fun activities, ask the experts their dinosaur questions and get to know the creatures that lived in that era.



While at the Museum, the young person was also able to see the First Peoples display again and learn more about his Aboriginal heritage. While his carers had previously taken him to the museum and had provided the opportunity to attend,

it was great for him to again experience this valuable cultural experience.

Another part of the fun was taking the train down and back and the participant was full of smiles. They caught the train from Bendigo to Southern Cross Station and then made their way by tram to the Melbourne Museum.

"He loves taking the train. He was very excited looking out the windows," Robbie said.

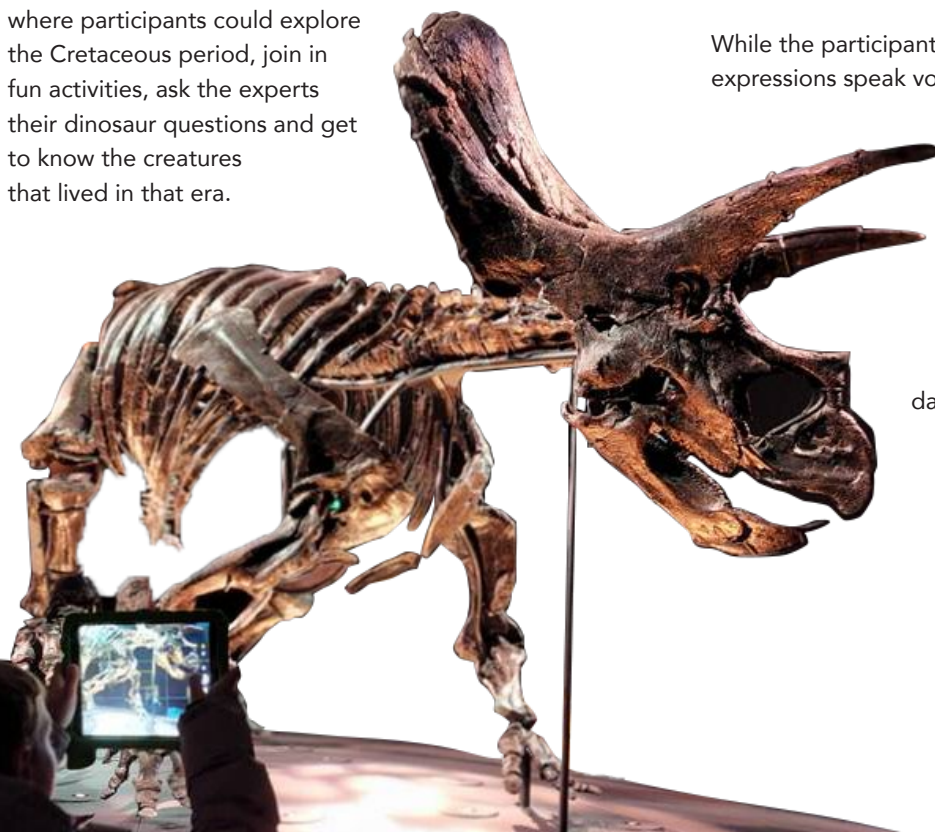
They took their own lunches and lots of snacks, but as an extra treat enjoyed some Hungry Jacks' takeaway while waiting for the train home.

"We left at 9.30am and got back to Bendigo at 6pm, so it was a full-on day," they both agreed.

While the participant has communication challenges, his expressions speak volumes and Robbie said it was easy to see how much he enjoyed the day and those exhibits and experiences were rated most highly.

"He looked at everything, but he spent a lot of time at the triceratops display."

The Melbourne trip was an incredible day that they will always remember.



Val's journey home to her new friend "Rusty"

"To say Valerie was excited is an understatement"

– SAM, SUPPORT WORKER

One of Melissa Court's long-term residents, Valerie (Val) has had some wonderful changes this year. She has moved back to her home in Bendigo and as an even bigger surprise, Val's family had organised a new puppy for her.

Val was thrilled and eager to return home to Kangaroo Flat to spend time with the beloved sister and also the new love of her life – gorgeous Rusty, a rust-coloured havoodle puppy. "To say Valerie was excited is an understatement," support worker Sam said.

Rusty is a welcome distraction after Bev lost her beloved caboodle in 2021. Val has several framed photos of Biscuit next to her bed and she still misses him. Val has been living fulltime at Melissa Court respite house in McKenzie Hill for 11 months following a stroke in December 2020 that brought a halt to her busy, active life. She spent periods of time at the Royal Melbourne Hospital, Bendigo Hospital and at Bendigo Health's Golden Oaks nursing home over seven months and then moved to supported accommodation due to her loss of speech and mobility challenges.



Over the past six months Val has increased visits to her home in Kangaroo Flat and was excited to return there to live fully with her sister Bev. Val and Bev have always been close and shared the house together for years when Val was working as a nurse with Austin Hospital. However, it has not been a fast process and Val's loss of speech and the limited use of her right hand has impaired her progress.

While she was in hospital, Val's main goal was to return to living independently back at home and in the community.

Her dedicated support people – Sam, Rhonda, Thee Ree and Babalou – have developed several communication methods they can use these to support Val so she can be as independent as possible and make choices about her daily activities. As Val is nonverbal, her team are diligent in sharing information with other team members to ensure her choices are followed through across shifts.

Through the NDIS Val accesses medical support services, including Interchange, district nursing, podiatrist and physiotherapist visits. Val will require support with daily living and personal care while living at home, but she is determined to keep progressing. She aims to keep working on her mobility and communication issues which are the greatest barriers to reaching her goal of independent living.

She is also grateful for the support and company of nieces, Robyn and Deb and their families, Carol and Graeme and nephew Michael, as well as the support of the Bendigo Stroke Survivor group.



PARTICIPANT STORY:

Harriet is living her best life

We believe that everyone deserves to live their best life and to find their own way. Harriet has been achieving this by building her community connection, independence and following her passions.

On a sunny Friday afternoon, Harriett offered to take her support worker's dog, Harry, to the local dog park for some exercise and from all accounts all humans and animals had a great time.

She had a terrific time playing there with Harry, giving him treats and giving treats to some of the other friendly dogs as well.

Harriett was also able to meet and chat with other people about their dogs.

This is the first time Harriett has been to the dog park, but she has said she would like it to become a regular activity where she can access fun and exercise in the one activity.

Harriet and her support team believe the outings to the dog park could become a new community participation goal for Harriett to access.

The other exciting outing for Harriett was attending a concert in Bendigo featuring Reece Mastin – one of her favourite singers.

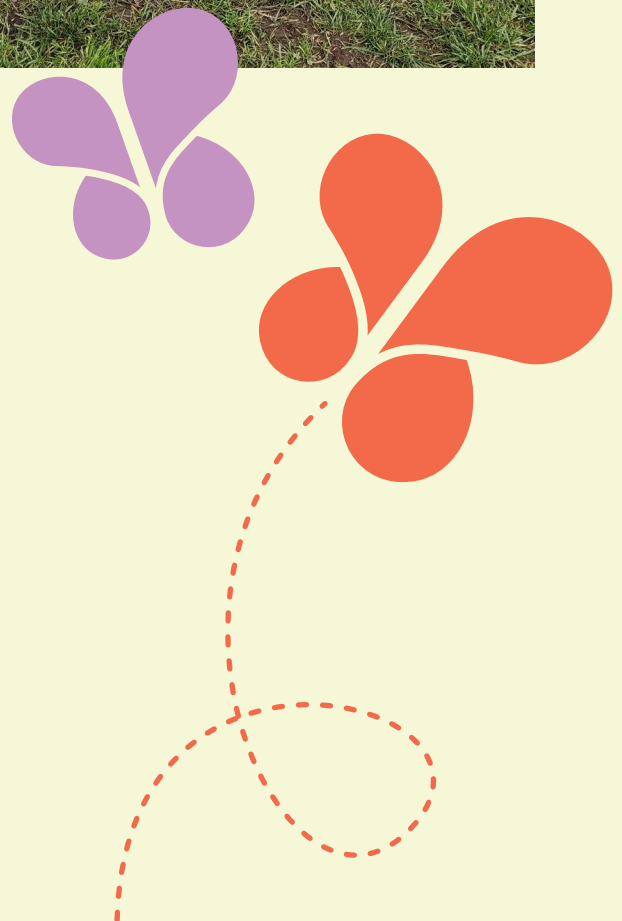
Harriett and her support worker Catherine had dinner at a hotel restaurant and were able to watch the pre-show entertainment while waiting for Reece to come on stage.

Unfortunately, Reece did not perform until quite late, and Harriett was very tired by then and unable to stay for the whole concert.

But, in a fantastic bit of good fortune, Harriet was able to meet Reece in person backstage.

This was an exciting moment for Harriet, and we send lots of thanks to those who made it possible.

We can't wait to celebrate Harriett's future adventures and achievements.



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AMICUS COMMUNITY SERVICES LIMITED

Opinion

We have audited the accompanying financial report of Amicus Community Services Limited, which comprises the statement of financial position as at 30 June 2022, the statement of profit and loss and other comprehensive income, the statement of changes in equity and the 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 financial report of Amicus Community Services Limited is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act)*, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2022 and of its financial performance and cash flows for the year ended on that date; and
- (ii) complying with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the entity in accordance with the auditor independence requirements of the ACNC Act 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. Those standards require that we comply with relevant ethical requirements related to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

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

Director's Responsibility 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 ACNC Act, 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 overseeing the company's financial reporting process and for assessing the ability of the company 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.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information contained in the Director's Report for the year ended 30 June 2022, 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.

Auditor's Responsibility for the Audit of the Financial Report

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

As part of an audit in accordance with 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 [my] 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of the responsible entities' 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 registered entity'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 registered entity 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.

We communicate with those charged with governance 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.

Independence

We confirm that the independence declaration required by the ACNC Act, which has been given to the responsible entities of Amicus Community Services Limited, would be in the same terms if given to the responsible entities as at the time of this auditor's report.

RSD Audit

A handwritten signature in blue ink, appearing to be 'JP', written in a cursive style.

Josh Porker
Principal

41A Breen Street
Bendigo VIC 3550

Dated: 10 November 2022

