

that's a wrap, on 2023- 2024



take a moment to
join us for a trip
down memory lane
as we recap the
year that was...



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acknowledgement of country

Aruma acknowledges the Traditional Custodians of the lands on which we operate and pay our respects to Elders past, present and emerging. We recognise the continuing connection to land, waters and community held by First Nations People.

The artwork

“Working together for a brighter future” is the cover of our Reconciliation Action Plan.

It was created by Rob Naylor, a proud Yuin man raised on Dharawal country and represents supporting people with disability as a community.

The three circles represent the community, the green is the land, and the orange is the sunshine, representing a bright future. The pathway comes from community support and works toward the sunshine, symbolising the creation of a brighter future for people with disability.

a message from our Chair and CEO

Images on opposite page

Top left: Frenchs Forest February 2024.

Top right: Beenleigh May 24.

Bottom: Bayswater December 23



Working together

In the past year, Candice Charles, the Board, and Martin Laverty, have engaged with those across Aruma in both joyous and challenging conversations. This takes place during each Board meeting and has helped shaped the future of our Human Rights business.

Last December at Bayswater in Melbourne, we met children, parents and staff at our Early Childhood Intervention Centre. In February this year, at Frenchs Forest in Sydney, we met with some fantastic Supported Employees from Aruma's Facilities Maintenance team. In May, at Beenleigh, south of Brisbane, we met with dedicated staff from our Children Services team. In chilly Goulburn during August, we met with family members of long-term Aruma residents.

Three themes were common to each discussion:

- The importance of the supports Aruma provides.
- The efforts of staff to put people with disability first.
- The barriers and limitations faced by people with disability when accessing mainstream services such as health, aged care and engagement in work and community.



A message from our Chair and CEO

Aruma's vision

Over the last year, Aruma committed itself to achieving the ambition of social inclusion and equal outcomes for people with disability. We made this commitment both to the people we serve, and other people with disability across the wider Australian community.

Inclusion and equal outcomes for people with disability across all stages of their lives should be a given. However, many people with disability experience social exclusion and unequal outcomes.

Aruma's Board and Management Team want to help shape our community to provide people with disability the same opportunities as other citizens so, they can live well and contribute.

When our Board met in February, we commenced drafting a new strategic plan. Input was received from participants and staff across all corners of Aruma. The result is a simple three-part strategy to contribute to Aruma's vision of inclusion and equal outcomes.

The strategy promotes social inclusion within, and outside, our business. The strategy will refine and improve supports provided to the people we serve. While doing so, the strategy continues to build a financially sustainable human rights business to be here for the long term.



Inclusion and equal outcomes for people with disability across all stages of their lives should be a given.

Include



Aruma has a long track record of supporting participants to make choices about their lives and develop their potential. The Disability Royal Commission, which provided 222 recommendations in its final report, emphasised the role disability support organisations play in enabling people with disability to exercise choice. Aruma has embraced the Royal Commission's call to phase out segregation, provide options for working in open employment, participate in mainstream social and community activities, and choose how and where people live.

Build



For Aruma to continue expanding delivery of participant outcomes, our strategy must focus on sustaining finances and adapting how Aruma operates. This is underpinned by a rebalancing of our service offerings (that is well underway,) and making an informed and significant investment in technology platforms that will build capability for the years ahead.

Support



Aruma is proud of the support it provides to people with disability yet is additionally aware of the opportunity for constant improvement. During this year, we commenced the "Aruma Quality Goals," which is an initiative to uplift quality and ensure Aruma supports are consistently safe, effective, person-centred and connected. In the months ahead, we'll share Aruma's Quality Goal outcomes with our customers, employees and the wider community.

A message from our Chair and CEO

Back on track

Representatives of Aruma joined National Disability Insurance Scheme (NDIS) Minister Bill Shorten in Parliament during April as he introduced the 'Getting NDIS Back on Track' legislation. Aruma was one of the strongest advocates for this first tranche of the NDIS Review recommendations to refocus who the NDIS is for, what the NDIS funds, and establishing Foundational Supports outside the NDIS. As Board Chair and Chief Executive, we were joined by one of Aruma's Human Rights Ambassadors, James McCoy, in supporting these changes during Senate Inquiry hearings in May. These hearings enabled the reforms to become law. In years ahead, this law that Aruma helped shape will improve the long-term sustainability of the NDIS.

Our advocacy has helped shape our community, and will provide people with disability the same opportunities as other citizens to live well and contribute.



Aruma additionally applied its advocacy voice to correcting NDIS pricing. As part of turning around the financial sustainability of the disability service sector, Aruma has been the leading voice for price reform. There is a new independent panel of market economists appointed to revise price determinations from 2025 onwards, together with the Independent Hospital and Aged Care Pricing Authority preparing recommendations for government on a new independent pricing approach. Correcting NDIS pricing errors is essential for people with disability to achieve opportunities to live well and contribute. It is also essential for both Aruma and the disability service sector to meet the ongoing need for provision of supports to people with disability.

Simultaneously, Aruma has been getting its own finances back on track. Business turn-around decisions have been made to close unsustainable sites, to transfer Support Coordination to another provider, to seek review of inadequate NDIS participant plans, and more closely align staffing and supervision costs to the NDIS Cost Model. Adapting our business to the realities of NDIS funding is not a simple task, but is both essential and ongoing. The patience, understanding and engagement of our staff as our business continues to evolve is very much appreciated.

Preparing for the future

This year has also been a year of transition for our Board. We have welcomed two new Directors, Phil Wade and Dr Joost de Kock, who both joined the Board formally in May.

Andrea Tustin and me, Candice Charles, both retire as Directors at the 2024 Annual General Meeting. The Board has elected Malcolm Kinns as its next Chair, and he is more than ready to lead Aruma in the years ahead.

Thank you

Providing disability support to just over 4,000 children and adults in 2024 has involved the effort and commitment of almost 6,000 committed staff and supported employees, as well as a highly involved and supportive Board.

We extend our thanks to our staff and Board alike, knowing they are committed to delivering Aruma's vision of inclusion and equal outcomes for many years to come.

Candice Charles
Chair

Dr Martin Laverty
CEO



Candice, Chair of the Board and Martin, Aruma's CEO.

About Aruma

delivering our strategic priorities

The 2023-2024 financial year has been a time of great reflection and transformation for both Aruma and the disability sector at large. We have already made leaps and bounds towards ensuring our supports, services, goals and vision are aligned for Aruma to thrive in the future.

Over the course of the year, staff from across the organisation have come together to create Aruma's new Strategic Plan for the next three years.

Our new plan builds upon the previous strategy and introduces three strategic pillars that encompass our values and will help us achieve our vision. We're working towards an inclusive society with supports that makes a positive difference to people with disability. We will also continue to build Aruma as a long-term sustainable human rights organisation.

It is with pride in the work we have done and ambition for the future, that we launch Aruma's new Strategic Plan "Include, Support, and Build."






our strategy

The strategic ambition

Inclusion and equal outcomes for people with disability across, all stages of their lives

The vision

A community where people with disability have the same opportunities as other citizens to live well and contribute

Pillars	 Include	 Support	 Build
Objectives	Enabling people with disability to live inclusive, self-determined lives so they can live the life they want	Continuously improving the quality of our support services so they are consistently safe, effective, person-centred & connected	Building a sustainable human rights organisation so we can continue to deliver participant outcomes
Step Change	<p>We will...</p> <p>Embed inclusion across services & communities</p> <p>Empower participants to make their own decisions</p> <p>Employ more people with disabilities into decision making roles</p> <p>Enable open employment and fair pay</p>	<p>We will...</p> <p>Do what works effective supports and governance</p> <p>Remove unnecessary restrictions and barriers to taking risks by promoting dignity of risk</p> <p>Respond to feedback and proactively communicate</p> <p>Modernise our homes, supports and businesses</p> <p>Embrace reform encourage, influence and implement</p> <p>Improve participant health access and wellbeing outcomes</p>	<p>We will...</p> <p>Sustain finances & assets by reviewing how we operate</p> <p>Grow and rebalance our portfolio</p> <p>Be a great place to work and build great culture</p> <p>Adopt technology and innovate to operate more efficiently</p> <p>Pursue net zero emissions target through our sustainability plan</p>

Overview of the year

The year that was

2023 and the start of 2024 were big years. For many of us, the news cycle was a relentless stream of confronting news that was filled with uncertainty, in our industry and the world at large. Acknowledging the hardship while remaining focused on bettering our communities, is how we can see society thrive and evolve.

Disability Royal Commission comes to a close

On September 14th, 2023, the Disability Royal Commission, which was established in April 2019, ended. At the end of the month, the Australian Government released the 12-volume Final Report. It contained 222 recommendations to promote a more inclusive society, supporting the independence of people with disabilities and their right to live free from violence, abuse, neglect, and exploitation. Governments around Australia have given support, in principle, to most findings of the Disability Royal Commission.

10 years of the NDIS

July 1st, 2023 marked ten years of the National Disability Insurance Scheme (NDIS), - a milestone that came with a mix of celebration and scrutiny. For many people, the NDIS has changed their lives. Thousands of people and their families are living better today, thanks to the NDIS. However, there still are challenges that exist. Some people in the community feel that the scheme does not support them and that changes need to be made.



The NDIS review

In anticipation of the 10th anniversary, on October 18th, 2022, the Minister for the National Disability Insurance Scheme (NDIS), the Hon. Bill Shorten MP, announced a review of the NDIS. The review engaged with people with disability, their families, carers, workers and providers. These voices were represented in the "Working Together to Deliver the NDIS" Report. The Report was released on December 7th, 2023, and made 26 recommendations with 139 actions to change the system that supports people with disability. The Government commenced its response to the NDIS Review through legislating the 'Getting the NDIS back on track' Act. Aruma supported this by appearing before the two Senate Inquiries assessing the proposed legislation, prior to its passage through Parliament.

Where to from here?

At Aruma, we understand there are some long-overdue changes that NDIS participants will welcome and others that bring concern and uncertainty. We are privileged to have a seat at the table in shaping these reforms, and our involvement is testament to the value we place on human rights and improving the lives of people with disabilities.



About Aruma

Highlights from 2023-2024

We support just over 4,000 people*



to live a great life, the life they want, the life they choose.

We are an organisation of 5,913 staff, 4,259 of us are support workers.

We support people with disability throughout the east coast of Australia and have a total of



557 locations.

We generated 529 media stories

with a potential audience reach of 27.3 million, and an equivalent advertising spend of \$764,717.

We developed a Diversity, Inclusion and Belonging Strategy and staff created Aruma's Diversity Working Groups.



*In July 2023 Aruma's support coordination participants were transferred to social enterprise "My Supports."

In 2023 we released our Gender Pay Gap Statement, where we found that

63% of our managers are women.



The **2023-2024 Reconciliation Action Plan** was launched.




Our Learning and Development team delivered a total of **4,313 hours of training and developed 44 eLearning courses.**



1.8 million visits to our website



36.9K Facebook followers



daily reach of over 26,000 people.

In 2024 we expanded School Leaver Employment Supports (SLES) to go from 2 locations to 6



including Alstonville, Newcastle, Forbes, Maitland and Tamworth in New South Wales, as well as Burleigh Heads in Queensland.

Human rights warriors

How we advocated and embedded human rights across all areas of support.



CEO **Martin Lavery** with Aruma staff at Aruma's 2023 Annual General Meeting.



Aruma Participant **Todd** (left) with Community Lead, **David Lester** (right) at Nowra Hub's Taylor Swift event.



Aruma staff and Human Rights Advisors at the 2023 Annual Human Rights Conference.



At Aruma, we're human rights warriors, loud and proud.

Human rights are for all humans. They are universal. Every person, regardless of their ability, ethnicity, gender, religion, or any other characteristic, deserves to have their human rights met.

We have always advocated for the fundamental rights and freedoms of every person, but during the 2023-2024 period, we were BRAVE in our advocacy to ensure our voices, and the voices of our participants, were heard.

Our participants shared their stories of successes and hardships. We hosted the eighth annual Aruma Human Rights Conference. The Human Rights Advisory Committee spoke out at Parliament and in the media. We celebrated our colleagues who went above and beyond to uphold human rights, and that's just the tip of the iceberg...

Check out what human rights means to our participants and staff...



Human rights warriors

Our year in photos



Supported Employee, **Max Kennedy** challenged himself to learn to operate the lawn mower this year – job done!



Staff from across Sydney came together to celebrate the opening of Aruma's Specialist Disability Accommodation (SDA) home in Werrington, NSW.



The **Charlestown Hub** in NSW hosted a Biggest Morning Tea to raise money for those impacted by cancer.



Aruma participants visited 'Calm Cove', which is a sensory escape our Aruma staff created at this year's Newcastle Show.



Throughout the year, we hosted **Quality Workshops** in each state to develop 'Aruma's Quality Goals.' This happy snap was taken in Brisbane.



Aruma's **Supported Employees** from Warabrook Metalwork Manufacturing took a guided tour of their industry partner Downer Group's Hexham Manufacturing facility.



Thanks to one-on-one support from the Aruma Forbes crew, **Ian** landed an internship with Mitre 10.



Staff and participants represented Aruma and got their groove on at the Festival of Fun on the Gold Coast.



This year, our **Power to You participants** created and launched their own original song and music video in Brisbane, Queensland.



Dale is thriving at our Warragul Supported Independent Living home in Victoria where staff support his interests and encourage him to try new things.

Human rights warriors

Home is where the heart is

Home, it's more than a word, it's a feeling - the source of comfort and peace. Having a home is also a human right.

We all deserve not just four walls and a roof over our heads, but also a home that meets our needs.

Nationally, Australia is in the grip of a housing crisis, with Specialist Disability Accommodation (SDA) one of the segments worst affected.

This financial year, Aruma has worked with a range of partners, including SDA providers and property developers, to create more tailored homes for people with disability. We have also enhanced our existing homes to ensure our participants are thriving.

Aruma participants join the hiring panel

More homes mean more staff. To make sure we're hiring the best people for the job, we've invited NDIS participants to sit on the interview panels.

In June, Aruma resident, Greg Higgs joined the panel to support the opening of a new SDA home in Wangaratta, northeast of Victoria.

"This initiative is just another example of how at Aruma, we put our participants first. We want to attract the best people for the job, and having a participant in the room with the candidate enables us to envision how they will work together. I think it's a great practice and all our sites should be doing this if they have a participant who wants to get involved," said Aruma's Talent Advisor, Camille Singh.



Michael is all moved in

In March, Aruma committed to supporting four new purpose-built SDA homes in Smithfield, a suburb of Cairns in Far North Queensland, in partnership with Apollo SDA and Home in Place.

One of the residents, Michael, had been looking for a new home for over three months as his previous home didn't suit his needs and he was disappointed in the service provider.

"At my previous home, I could not get to the shops in my wheelchair on my own and the house was not suitable for my needs. The team at Aruma bent over backwards to get me into this new house which showed me that they care about me," said Michael.

Welcome home, Michael.

Scan to see the Win News coverage of the open day for the Smithfield SDA home.



Human rights warriors

Aruma's 2023 Human Rights Conference

Because I Matter: Health and Wellbeing rights for all.

In November 2023, Aruma's sixth Human Rights Conference took place in New South Wales. More than 260 attendees gathered to explore our theme 'Because I Matter: Health and Wellbeing rights for all.'

MC Wayne Herbert kept the audience engaged and laughing throughout the day. He shared stories of his trials and successes as a proud member of the LGBTQIA+ community, and as a man with cerebral palsy.

Our Aruma guest speakers, Cody Barrett and Tracey Hewat spoke from their hearts about fighting stereotypes.

Keynote speaker Dr Dinesh Palipana, discussed the importance of safe spaces. He shared his journey of going from medical student to patient at 25 years old, when he was involved in a car accident that caused a cervical spinal cord injury.

"Before my accident, I had no idea what life was like for a person with a disability. Think about that: I was studying to be a doctor and had no idea what 1 in 6 Australians experience," said Dr Pailipana.

Professor Julian Trollor, spoke about the importance of preventative health care and how it can help identify health concerns before they become health problems. He also joined a Q&A panel with Aruma's Human Rights Advisory Committee Co-Chair, Elyce Shearer, and Aruma residents Thomas Sargeant and Kate Towers, to keep the conversation around mental health going.

A big thank you to the Human Rights Advisory Committee for raising the bar yet again, with another engaging and thought-provoking conference. Thank you also to our sponsors Bartier Perry Lawyers, EML, Mercer Marsh Benefits, KPMG, and the Australian Government for a funding grant we received to support the conference.

Scan here to view the recordings from the day!



Our Human Rights Committee

Images

Top: Dr Dinesh Palipana and Human Rights Advisor, James McCoy.

Left: A fantastic turn out at the 2023 Human Rights Conference.

Right: Proffesor Julian Trollor with our Aruma Guest Speakers, Thomas Sargent, Kate Towers and Elyce Shearer.

Bottom: Aruma's Human Rights Advisory Committee.

The Human Rights Advisory Committee was established in 2015 to truly knit human rights principles into everything we do. Our advisors are a group of participants, supported employees, family members and staff who are not afraid to tackle the big issues and speak up. They meet every three months to look for ways to improve our organisation and shape our policies that affect human rights, with Board directors attending. They also design and implement our annual Human Rights Conference and meet with the full Board twice a year.

Human rights warriors

Creating Communities

A sense of community unites us, fosters a feeling of belonging, and empowers us to achieve our collective goals.

It creates a supportive network where individual efforts are amplified through shared experiences.

The opportunity to be involved in the community is a fundamental right we share, and it enriches all our lives. When communities embrace inclusion, we create more vibrant and resilient societies.

Meet 'The Happy Place Entertainers' from Queensland

A group of Aruma participants from the Mudgeeraba and Burleigh Community Hubs are not only involved in their community, but they are also actively giving back by sharing their talents with locals.

15 participants make up the troupe who call themselves 'The Happy Place Entertainers,' and perform their variety show for the local community. They cover hit songs, perform dance routines, read poetry and share their standup comedy routines.

The show started as a simple idea to help our participant Riley achieve one of his NDIS goals. It has transformed into an entertaining variety show.

"Riley's lifelong dream is to be a comedian, and this gave me the idea to create a variety show. After the first show, he thanked me and said, 'I can now say that I've achieved my life's goal of becoming a real comedian.' To be able to give him that was so special," said Support Worker Allison Grabham.

With six shows already under their belt, the group has gained a fantastic reputation in the community.

"The show is so amazing. It's an incredible opportunity for our participants to perform, connect with the community, and feel appreciated by the audience," says Alida Herrick, Aruma's Community Service Lead.



Scan to see the ABC's coverage of the Happy Place Entertainers:



Wyoming Hub gets an upgrade

Thanks to a \$320,000 grant from the Department of Communities and Justice, the Wyoming Hub in NSW had a face-lift and is looking better than ever!

After four months of construction and plenty of patience, the team opened the doors and welcomed both new and familiar faces with a very special open day at the end of August, 2023.

"Opening day was a huge success! We had current participants and families attend and local support coordinators brought potential new participants. The families that have been around for a long time were ecstatic about the changes, and everyone commented on how welcoming the new site feels," said Community Manager, Sarah Donald.

With brand new fully-accessible bathrooms, a sparkling kitchen, widened doorways, and ramps, all topped off with a new roof - the site is almost unrecognisable.

CEO Martin Laverty said, "We take great pride in our hub, which has been an active focal point in supporting our participants general health and wellbeing. The new look incorporates improved access and space for people with disability, so it can continue to be a vibrant social centre for our community in the Central Coast."

Scan to see NBN New's coverage of opening day:



Human rights warriors

Express Yourself

Every journey through life is as unique as the individual but we all share a dream to be ourselves and leave our mark.

Be it be through art, helping others, or simply sharing our stories. Self-expression supports our individuality and is a vital aspect of human rights.

Here's two stories from our participants who are choosing their own way to express themselves.



Wendy's art dreams come true

Art has always been a part of Wendy's life and a way to express herself and her thoughts as she is non-verbal.

When the opportunity came up to enter the University of Sydney's 'Dreams and Debuts' amateur art competition for people with disability, she knew she had to enter.

Wendy created and submitted her abstract piece 'Dreaming' and was chosen as one of 21 finalists. A few weeks later, she was crowned the "People's Choice Winner."

Seeing her artwork on display at the University's art exhibition was a special moment shared with her family and Support Worker, Nick Nicola.

"We have been so happy for Wendy every step of the way. It wasn't about winning for her, it was all about doing what she loves, expressing herself and having fun. Wendy has such a good heart, and that's all that really matters in life - not your ability or disability, but what's in your heart," said Wendy's Support Worker, Nick Nicola.

Scan to read more about Wendy in the Canterbury Bankstown Torch:



The journey to call Australia home

Aruma participants come from all walks of life, and for Ajish, his story began in a Malaysian refugee camp, where he was born and acquired a brain injury and epilepsy. At 15 years old, Ajish and his family fled to Australia for a better life.

In 2016, Aruma began providing 24/7 support to Ajish when he moved to Macleod in Melbourne, Victoria.

"My support workers make me happy. All my support workers are doing a good job. They help me a lot," said Ajish.

His Support Worker, Antony Aristovoulou said, "Thanks to Aruma, life is opening up for Ajish. Before Aruma, he didn't even have the medication he needed. His whole life has improved and he can have a full life."



In 2023, Ajish received a permanent visa (which allows him to stay and work in Australia) and one of the first things he did was volunteer with 'Alex makes meals,' an organisation that provides meals for homeless and disadvantaged youth.

"I am very happy to have my VISA. I am excited for the future," said Ajish.

Scan to read Ajish's story in the Northern Star Weekly



Human rights warriors

Setting our young people up for success

Our children are the future and it's our job to set them up for success.

To do that, early intervention is key, as is a tailored approach to education, training and ongoing support.

At Aruma, we see an inclusive society as one that has support for every stage of life. We're doing our part to make sure young people and families feel supported every step of the way.



Archie's Club Camp advocating for the silent siblings

Did you know that 84% of adult siblings of a person with disability reported family stress as an issue during their childhood and 66% experienced anxiety?

It's an alarming statistic and one that we want to tackle. In January 2024, our Bayswater Children's Services team partnered with Victorian based Charity Oscars100 and YMCA Victoria to host 'Archie's Club Camp' which is a camp for the 'invisible' siblings of children with Autism Spectrum Disorder (ASD).

Over two days, 24 children aged 10-16 came together for classic camp activities as well as informative sessions about resilience, coping strategies and understanding neurodiversity.

"The first Archie's Club Camp of 2024 was a success. We had fantastic weather, and the kids really enjoyed themselves." said Will Labas, Community Support Services Team Leader.

Scan to read more about the Archie's Club Camp in the Lilydale Star Mail:



Supporting young people to enter the workforce

The transition from high school to employment can be both exciting and daunting, but for young people with disability, the process can come with its own set of unique challenges.

Alex Monger joined Aruma's Burleigh School Leaver Employment Support (SLES) program during his final year of high school. This gave him the confidence to land his first job as a Supported Employee at Aruma, which has led him into open employment at a local café.

The SLES program provided a small group learning environment where Alex learnt about workplace routines and expectations while gaining hands-on experience at Aruma's in-house training café. Here, Alex was able to put the theory into practice, while also learning work-ready skills such as food prep, teamwork and customer service.

"I am really loving my new job at the café! I am so thankful to everyone at Aruma for all their support over the last two years and getting me started on my employment pathway," shared Alex.

Human rights warriors

Finding the right path

Working provides us with the opportunity to be involved in our communities, develop our skills, find independence and best of all, bring purpose to our lives.

In the 2023-2024 financial year, we supported 400 Supported Employees who work around the country across our eight businesses.

Whilst we would love to see more inclusive, non-segregated workplaces that provide career opportunities for people with disability, it's equally important to acknowledge the benefits supported employment can offer and the achievements of our teams.



Burleigh Forensics and Packaging are helping police solve crime

Our team of 35 Supported Employees at the Burleigh Forensics and Packaging facility in Queensland are doing their bit to solve crime, producing around 3,000 forensic sampling kits per week for our men and women in blue.

“We are the only disability organisation with international certification to help police solve crime. In 2019, we gained an ISO 18385 certification, and we are one of just 14 companies worldwide to have that,” said Site Manager, Helen Karathanasis.

This certification authorises Burleigh Forensics and Packaging to produce forensic sampling kits for customers including Queensland Police Service, New South Wales Police, Australian Federal Police (AFP), Northern Territory Police and Tasmania Police.

“Our Supported Employees love that they are working in a job that gives back to the community. They take a lot of pride in the work they do and how they are part of the cycle to protect our communities,” continued Helen.

A very special guest at the Supported Employee Awards

A much-loved Aruma tradition is celebrating our Employees of the Month with an awards ceremony and delicious barbecue. However, the team at Aruma's Medical Packaging facility in New South Wales went one step further to surprise and delight, with a very special guest.

Service Delivery Manager Packaging, Grahame Shearman, invited the former Newcastle Knights player, Owen Craigie, to the event after uncovering NRL memorabilia hidden away at the site.

“It was a great day, and it meant a lot to everyone. The team was very excited and very loud. I'm sure this day will be long remembered. We presented Owen with the framed posters we found, and he was stoked about receiving them. He got a little emotional and it was a really nice moment,” said Grahame.

A massive congratulations to employees Joe Sarno, Debbie Buckley, Jane Daldry, Kathy Parsons, Riley Briggs and Gerald Kominatos, who all received awards at this event!

Scan to see NBN News' coverage of the day:



Human rights warriors

Celebrating our change makers

In 2023, we saw the return of the much-celebrated BRAVE Awards and the Human Rights Warrior Awards.

We are immensely proud of our remarkable teams who go above and beyond every day to serve our participants and improve their quality of life. We know they do it out of the goodness of their heart, but we also know it feels nice to have your hard work acknowledged.

At Aruma’s end-of-year event in Sydney, the 2023 award and scholarship winners were announced, the Annual General Meeting (AGM) took place, and we were joined by guest speaker, the Honourable John Ryan AM for Aruma’s Oration.

Congratulations once again to the 2023 winners...



Support Services
Employee of the year
NSW and ACT

Winner (Frontline):
Jackson Robards
Support Worker

Winner (Leader):
Jenny Stevens
Manager Community

Support Services
Employee of the year
Victoria

Winner (Frontline):
Jane Bourke
Support Worker

Winner (Leader):
Kirsten McNally
Regional Manager
Community

Support Services
Employee of the year
Queensland

Winner (Frontline):
Maguy McLauchlan
Support Worker

Winner (Leader):
Ashleigh Watkins
Children's Services
Manager Southern Qld

Winner (Leader):
Nathan Lawrie
Manager Shared Living

Shared Services
Employee of the year

Winner:
Karla McAnally
Leadership Development
Manager

Runner up:
Yvette Wright
Change Lead

Supported Employee
of the year

Winner:
Luke Presgrave
Summerland Farm

Runner up:
Tori Newby
Summerland Farm

BRAVEST team

Winner:
The Aussie Biscuits team

Runner up:
**The Learning and
Development team**

Best new idea -
CEO Award

Winner:
Human Rights team

Runner up:
**Quality & Safeguarding
and Practice Excellence
Team**

Putting people first -
Lionel Watts award

Winner:
Melissa Howarth
Support Worker

Runner up:
Kate Booth
Senior Speech
Pathologist

Safety practice award

Winner:
Mina Regmi Subedi
Support Worker

Runner up:
Jessika-Lee Baker
Support Worker

Business Employee
of the year

Winner:
Ricky Kane
Cook at Summerland
Farm

Runner up:
Jake Fischer
Team Leader Facility
Management

Human Rights Warrior

Winner:
Leon Svoboda
Support Worker

Human rights warriors 2023 Award winners

Aruma Scholarship Recipients

Mr Lionel Watts Scholarship	Carly Boyd
Mr Edmond William 'Bill' Tipping Scholarship	Layne Peebles
Mrs Marjorie McCredie Scholarship	Courtney Stubbs
Mrs Dorothy Watts Scholarship	Dakotta Mathews-Tee

October 2023 Human Rights Warriors

Home and Living Supports NSW	Alejandra Espinosa
Home and Living Supports VIC	Leanne Tracey
Home and Living Supports QLD	Dave Gordon
One off team award	Cockateil Team (QLD)
Childrens Services	Laiken Mcaliece
Support Coordination NSW	Mael Reale

May 2023 Human Rights Warriors

Home and Living Supports NSW	Damien Fletcher
Home and Living Supports NSW	Melissa Howarth
Home and Living Supports NSW	Jacinta Tester
Home and Living Supports VIC	Helen Burrows
Home and Living Supports QLD	Leon Svoboda
Children's Services	Yvonne Sanders
Community Participation NSW	Henny Schou
Community Participation QLD	Deborah Carter
Supported Employment	Ann Orr
Support Coordination NSW	Tamara Vidler
Support Coordination QLD	Dakotta Mathews-Tee
Therapeutic Supports	Melissa O'Hare



Human rights warriors

Aruma-versaries

We are the proud employer of close to 6,000 hardworking, dedicated and passionate staff across the East Coast of Australia.

We must be doing a good job at hiring the right people for the right job because 20% of our workforce has been with the organisation for over 10 years. What's more, 18 of our team members have surpassed their 40 years of service milestone! What an incredible achievement.

"We're proud to have staff who value their role at our organisation and are committed to always putting our participants first. We have 1,184 people who have been with us for over 10 years, and of that, 114 people have 30+ years of service," said Lylea McMahon, Chief People Officer at Aruma.



Years of Service	Number of Staff	% of total staff
Less than 10 years	4729	80%
10-20 years	837	14%
20-30 years	233	4%
30+ years	114	2%
Grand Total	5913	100%

Erica celebrates 30 years

Erica is a familiar face around Aruma, having worked a number of roles as a Supported Employee during her 30-year tenure. Erica now sits on the Human Rights Advisory Committee, using her lived experience with disability to advocate for herself and others.

"My passion at the moment is going to the Aruma homes and meeting the participants. I like taking their photos and getting to know them. I also like that Martin (our CEO) visits the houses and talks to us all the time. He comes to our committee meetings and it's great. He talks more about our participants than the company," said Erica.



Temnit celebrates 10 years

Temnit joined Aruma as a Support Worker at our Minto home in New South Wales during 2013 but after just three months, she was promoted to a management role. 10 years later, she is now a Senior Behaviour Support Practitioner.

"It's so rewarding to see our practitioners develop, and I love coaching and mentoring our teams. My role is also very stimulating, and I am constantly learning. There are so many different diagnoses, and they look different on everyone. No two days are the same," she explained.



Human rights warriors

Fundraising for a better future

Since the inception of the National Disability Insurance Scheme (NDIS) there has been a change in how people and other organisations look at disability charities.

Now, as part of a more government-funded model, there's a misunderstanding that for-purpose organisations like Aruma, no longer need community support. However, donations allow us to provide services and support that extends past the remit of the NDIS. They reach real people and make an incredible difference to the lives of so many.

We know that it's been a challenging year for many Australians. Increasing cost of living and climbing interest rates are taking their toll. It's been amazing to see that despite this, Australians are among the most generous in the world when it comes to supporting charities.

This financial year we've truly seen the power of kindness and generosity in action, with over \$900,000 raised in donations.

Remembering John Buccanfuso's legacy

John Buccanfuso, also affectionately known as 'the pen man', was instrumental in raising funds for Aruma for over 40 years. Sadly, John passed away on July 3, 2024. But while he will be missed greatly, his legacy and impact on Aruma will live on.

John got his start by selling pens at Parramatta for Aruma (then House with No Steps) in 1974. He soon moved to Westfield Penrith, where he would sell over 1 million pens.

His infectious happiness and welcoming attitude made him a hit with the locals and John earned himself several awards over the years. In 2012, John received an Order of Australia Medal (OAM) for his service to people with disabilities. In 2014, Aruma celebrated his 40-year anniversary with us, and in 2018, John was named among Westfield Penrith's Local Heroes.

For John, it was never about the awards or accolades. He simply liked people and doing good for a great cause, while enjoying a chat.

From all of us at Aruma, we thank you, John.



**A big
thank you**
From all of us at
Aruma.

Human rights warriors

Working with others to achieve our goals

Embracing change

The Disability Royal Commission flagged reform for organisations providing both Support Coordination and disability supports to the same NDIS participant. The NDIS Review additionally proposed a new navigation service to replace Support Coordination.

These reforms required Aruma to adapt, and in July 2024, Aruma's support coordination services were transferred to the social enterprise 'My Supports'. This is an organisation that prides itself on being created by and for people with disability, with 70% of staff having lived experience of disability or caring for someone with a disability. Transferring our services to My Supports ensured that our participants and staff had as minimal interruptions to their service as possible while reaping the benefits of a more streamlined process.

Empowering voices

In late 2023, we began transitioning the Power to You program to Aruma, after the previous provider, Mamre, closed their doors. Power to You is an e-learning program with supplementary in-person workshops co-designed and co-facilitated by people with disability. Their goal is to help Australians with disability understand their rights, advocate for themselves and develop life skills around self-determination – a goal that aligns with Aruma's own focus on human rights and advocacy.

Power to You events and workshops were held throughout 2024, with online resources available any time. The program was funded by an Information, Linkages and Capacity Building Grant from the Australian Government, Department of Social Services.



Encouraging careers

Aruma's Facilities Management team won a huge contract with the Telstra Group in 2024, expanding the sites we already support from 1,800 to 9,800. This means our service footprint for the telco giant now spans all states and territories in Australia. We have shared these contracts with Maroo, an Indigenous construction and services company, and CBRE Global Workplace Solutions, a global leader in integrated facilities management services.

Our teams - which include supported employees - complete facilities maintenance, grounds maintenance and commercial cleaning for Telstra's Global Operations Centre, emergency call centres, data centres and secure defence telecommunication sites. Our success provides ongoing employment of people with disability both within Aruma and across our Australian Disability Enterprise (ADE) contractors. It's a big win for the team and ensures the sustainability of our Facilities Management business now and into the future.



Human rights warriors

Our values

BRAVE

bold
we speak up

respectful
we respect each other

accountable
we do what we say

value teamwork
we do things together

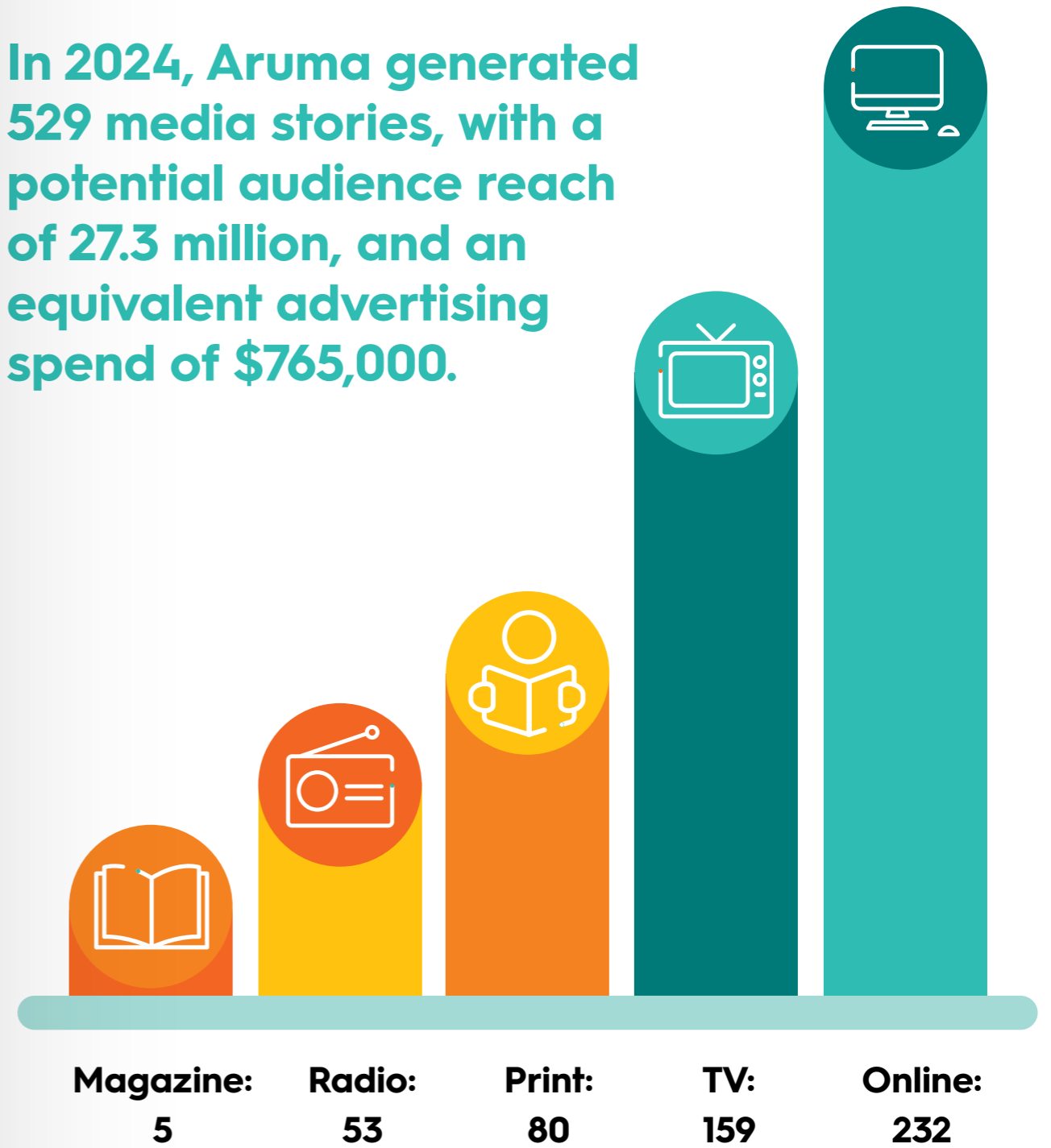
excellent
we do things well

Our customer promise



Aruma in the media

In 2024, Aruma generated 529 media stories, with a potential audience reach of 27.3 million, and an equivalent advertising spend of \$765,000.



Human rights warriors

Aruma in the media



Live radio interview with Aruma's Human Rights Advisor, James McCoy, about The Voice Referendum on **ABC Radio**.



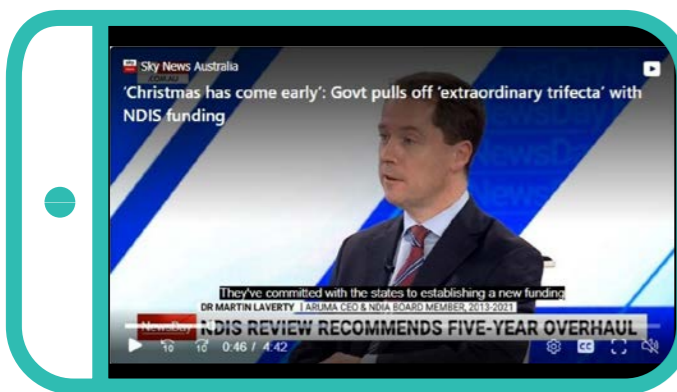
Print story from **Coast Community News** about Aruma supporting IT Administration Officer, Stephen Nisbet, in transitioning from supported to open employment.



Dr Martin Laverty spoke to multiple radio stations such as **4BC Brisbane, ABC Newcastle, ABC Illawarra, ABC Tamworth, ABC Coffs Coast, ABC Upper Hunter** and others about the NDIS Review and proposed changes.



Front page story on **The Courier** about a new Aruma home. The story also appeared in **Ballarat Advertiser**, had radio coverage on **ABC Radio Ballarat** and South West Victoria, and Television coverage by **Nine Western Victoria**.



Television interview on **Sky News** with Dr Martin Laverty about the NDIS Review.



Summerland Farm hampers featured in gift guides across **The Sunday Telegraph, The Herald Sun, Wentworth Courier** and **Mosman Daily**.



Live television interview with Aruma's Human Rights Co-Chair, Elyce Shearer, about voting accessibility on **ABC News**.



Print story in **The Western Weekender** about a new Aruma home.

Your directors present their report on the consolidated entity consisting of Aruma Services Limited and the entities it controlled at the end of, or during, the year ended 30 June 2024

Throughout the report, the consolidated entity is referred to as the Group.

directors' report

Directors

The following persons were directors of Aruma Services Limited during the whole of the financial year and up to the date of this report, unless otherwise stated:

- Candice Charles - Chair
- Leanne Dreves - Deputy Chair
- Maura Boland
- Chris Edwards
- Samantha Male
- Malcolm Kinns
- Andrea Tustin
- Joost de Kock - appointed 16 April 2024
- Phil Wade - appointed 16 April 2024

Principal activities

The principal activity of the Group during the year was the provision of support services to people with disability, their families and carers.

No significant change in the nature of these activities occurred during the year.



Significant changes in the state of affairs

There have been no significant changes in the state of affairs of the Group during the year.

Review of operations

Overview of the Group

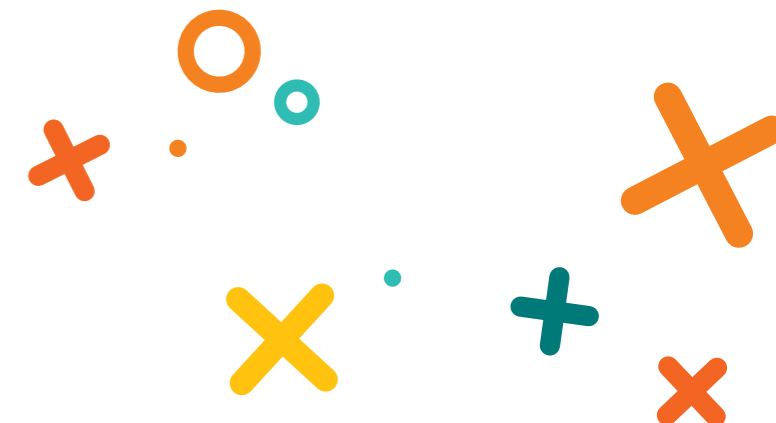
Consolidated revenue of \$519,408,000 (2023: \$485,182,000) increased by 7% (2023: increased by 3%) compared with the prior year. During the year the Group experienced a decline in funding of some customers' individual National Disability Insurance Scheme (NDIS) plans and ongoing reduction in profit margins arising from inadequacy of NDIS pricing.

Total comprehensive loss for the year of \$7,440,000 (2023: loss of \$7,262,000) increased by 3% (2023: comprehensive loss increased by 721%), mainly due to inadequate NDIS pricing as well as significant investment into technology platforms.

Net assets of \$96,451,000 (2023: \$103,891,000) decreased by 7% (2023: decreased by 7%).

Events since the end of the financial year

No matters or circumstances have arisen since 30 June 2024 that have significantly affected the Group's operations, results or state of affairs, or may do so in future years.



Information on directors

Candice Charles, Chair

Qualifications B App Sc, MBA, MPH, GAICD

Experience

Candice Charles is an experienced Chair with a career in the financial, health and community sectors. She is a non-executive director of Dental Health Services Victoria and has held directorships in several for-purpose organisations since 2002, with expertise in corporate governance, strategy, financial management and clinical governance.

Candice has held senior leadership positions in the financial services sector at National Australia Bank and Transport Accident Commission, and in health and community service organisations. Candice has also run her own consulting business.

Candice has a Masters Degree in Public Health and Business Administration from the University of Melbourne.

Special responsibilities

Chair of the Aruma Services Limited Board, Member of the Audit & Risk Committee, Member of the Customer Committee, Member of the People & Governance Committee, Member of the Technology Advisory Committee

Leanne Dreves, Deputy Chair

Qualifications B. Com, CPA, GAICD

Experience

Leanne Dreves is an experienced Chief Financial Officer, Company Secretary and non-executive director with extensive finance, governance and risk management expertise.

She has held senior accounting and financial leadership roles in various profit for purpose organisations, including charities and credit unions, and in public practice. In public practice she provided a range of accounting and management consulting services to small business.

Leanne is a non-executive director of Roses in the Ocean, Australia's leading lived experience of suicide organisation. She was previously a non-executive director of House with No Steps.

Leanne is a Certified Practicing Accountant (CPA) and also holds a Bachelor of Commerce (Accounting).

Special responsibilities

Chair of the Audit & Risk Committee, Member of the Customer Committee, Member of the People & Governance Committee.

Maura Boland, Director

Qualifications BSc (Hons), Grad Dip Comm Mgt, MAppSc, (Comm Mgt), Grad Cert Mgt, GAICD

Experience

Maura Boland is a leader, strategic thinker, and influencer with expertise across all aspects of management and corporate governance including strategic planning, policy development, social and capital program design and administration, regulation, and project governance.

Currently Maura is a director of The Insight Partnership, a management consultancy specialising in collaboration for strategic results in areas of positive social and environmental impact. Maura has held a range of executive positions in the NSW Government, most recently as Deputy Director-General, Strategy and Policy in the then Family and Community Services and has extensive experience in government and human services. She has successfully led and guided change and innovation across housing, health, disability, environment, planning and other government portfolios.

Her non-executive director positions have included the House with No Steps and ANROWS.

She is an Executive Fellow of the Australia and New Zealand School of Government (ANZSOG).

Special responsibilities

Chair of the People & Governance Committee.

Chris Edwards, Director

Qualifications GAICD, Dip. Business

Experience

Chris Edwards is a manager and director with extensive experience across the human services sector. He has specific expertise in disability inclusion and improving organisation performance in service delivery.

Chris is currently Director, Government Relations and Advocacy for Vision Australia. He has performed a range of strategic and operational management roles for Vision Australia and has previously worked for Nous Group, a leading Australian professional services firm.

Chris's current appointments include non-executive director RPH Australia and a member of the People & Culture Committee for the Melbourne Convention & Exhibition Centre. His prior board appointments include a non-executive director of The Tipping Foundation Ltd, Retina Australia (Victoria) and Disability Attendant Support Service Incorporated (DASSI), including two years as Chair of DASSI.

Chris is a Seeing Eye Dog handler and works in partnership with his Seeing Eye Dog, Eva.

Special responsibilities

Chair of the Customer Committee, Member of the Audit & Risk Committee.

Information on directors

Samantha Male, Director

Qualifications BSc (Hons), MBA, GAICD

Experience

Samantha is an experienced director and senior business executive. She has particular experience in community housing, having worked at a senior management and Board level across the UK and Australia.

Samantha is a director of Four Five Six Pty Ltd, leading transformation projects within the social services sector. She lives in rural Australia running a family Avocado Farm. Previously Samantha held senior executive roles with Link Housing, Mission Australia Housing and Genesis Housing Group.

Samantha is a non-executive director of Bundaleer Care Services and Bundaleer Care Operations Ltd, an aged care facility on the Mid-North Coast, NSW. She was formerly an executive director of Pathmeads Residential Ltd and Orchard & Shipman PLC (UK), and a non-executive director of House with No Steps and Berkshires Women's Aid.

Samantha holds a Bachelor of Science (Building) and graduated with an MBA from the Cranfield School of Management in 2011.

Special responsibilities

Chair of the Property Committee, Member of the Audit & Risk Committee.

Malcolm Kinns, Director

Qualifications B.Eng (Hons), Chemical Engineering

Experience

Malcolm Kinns is an experienced director and education executive. He has held senior leadership roles in the vocational and higher education sectors and had an extensive career building and improving technology driven education.

Malcolm currently provides consultancy services to the Centre for Social Impact, supporting professional development for executives and directors in the not-for-profit sector.

Previously Malcolm was Chief Executive Officer of Generation Australia, an independent not-for-profit focused on transforming education to employment systems to prepare, place, and support people into life-changing careers. He has worked with a variety of educational institutions including Think Education Group, Edinburgh Business School and FBOL Solutions, where he consulted to universities and other education institutions on business growth strategies and best practice design principles for the delivery of blended and online learning.

Malcolm has also held advisory board roles on the Classic Wallabies Indigenous Exchange, supporting young Indigenous Australians to undertake volunteer assignments in South Africa as well as the NSW Rugby Learn, Earn, Legend program.

Malcolm holds a Bachelor of Engineering (Honours), Chemical Engineering from The University of Edinburgh and has completed the AGSM Governance for Social Impact.

Special responsibilities

Chair of the Technology Advisory Committee, Member of the People & Governance Committee.

Andrea Tustin, Director

Qualifications B. Com, CPA, GAICD

Experience

Andrea Tustin is a strategic, operationally, and commercially focused finance professional. She has extensive financial, commercial, technical and management experience across a diverse range of organisations and sectors in Australia, South Africa and UK.

Andrea is currently the Chief Financial Officer of the Uniting Church of Australia – Synod of NSW & ACT. Previously, Andrea has held senior finance and leadership roles at Nextt Group, Southern Cross Care, Corum Group Australia, NSW Business Chamber, Gambro Pty Ltd, Dymocks and Deloitte.

Andrea is a non-executive director of Can Too Foundation. She was previously a non-executive director of Take 3 Ltd.

Andrea is a Certified Practising Accountant (CPA) and holds a Bachelor of Commerce from the University of South Africa. She is a Graduate of the Australian Institute of Company Directors.

Special responsibilities

Member of the Audit & Risk Committee, Member of the Property Committee.

Dr Joost De Kock, Director

Qualifications BA (Eng), DPhil, MBA, GAICD

Experience

Dr Joost de Kock has over 25 years senior leadership experience in both the private and public sectors with a focus on strategy, digital transformation and technology innovation.

Joost is a former Managing Director and Partner at the Boston Consulting Group. More recently, he has held several senior government roles including Deputy Secretary, Customer Strategy and Technology at Transport for NSW where he was responsible for the development of long-term transport strategies, policies and delivery of technology and data enabled services, and General Manager for Enterprise Transformation at the Federal Department of Human Services.

He currently is a non-executive director of the Raise Foundation (early intervention youth mentoring charity) and served on the Redkite (children's cancer charity) Board for nine years.

Joost holds an engineering degree from Cambridge University, a DPhil (PhD) in Medical Electronics from Oxford University and a Cranfield MBA. He is a graduate of the Australian Institute of Company Directors.

Special responsibilities

Member of the Audit & Risk Committee, Member of the Technology Advisory Committee.

Information on directors

Phil Wade, Director

Qualifications BSc, MSc

Experience

Phil Wade is an experienced non-executive director and independent advisor and has a deep passion for health and wellbeing and equality of outcomes for all.

Phil is a marketing, eCommerce, and digital professional with expertise in world class global brand formation and business leadership. He is currently the Chief Commercial Officer for Camplify Holdings Limited and has held various director and leadership roles at Wesfarmers, Qantas Group, TJX and Unilever.

Phil is currently a Governor of Cerebral Palsy Alliance, non-executive director of VicHealth and an Honorary Fellow of the University of Melbourne.

Phil holds a master's degree in Politics and Economics from the London School of Economics.

Special responsibilities

Member of the Technology Advisory Committee.

Tiffany Roxburgh, Company Secretary

Qualifications B. Com, CA, GAICD

Experience

Tiffany is both Company Secretary and Chief Operating Officer for Aruma Services Limited and has held executive roles in the areas of finance, risk, and governance.

Tiffany has extensive experience in the resources and energy industry and private equity owned organisations before joining Aruma in 2018. Previously Tiffany held the position of Client Director at Deloitte, and Director Corporate Development and Sustainability at Bis industries.

Sarah Houlihan, Company Secretary

Qualifications BArtTh, MArtAdmin, GradDipACGRM, AGIA

Experience

Sarah is both Company Secretary and Manager Corporate Governance for Aruma Services Limited. She has held company secretarial and governance related roles in the not-for-profit and corporate sectors, including MLC (NAB Wealth), WWF-Australia and the National Association for the Visual Arts.

Directors' report

Meetings of directors

The numbers of meetings of the Company's board of directors held during the year ended 30 June 2024 and the numbers of meetings attended by each director were:

Directors	Meetings of the Aruma Services Limited Board (excluding subsidiary meetings)		Audit & Risk Committee meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Candice Charles	6	6	8	7
Leanne Dreves	6	6	8	8
Maura Boland	6	6	-	-
Chris Edwards	6	6	3	3
Samantha Male	6	5	3	3
Malcolm Kinns	6	6	-	-
Andrea Tustin	6	6	8	7
Joost de Kock	1	1	1	1
Phil Wade	1	1	-	-

Directors	People & Governance Committee meetings		Customer Committee meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Candice Charles	5	5	5	4
Leanne Dreves	5	5	1	1
Maura Boland	5	5	-	-
Chris Edwards	-	-	5	4
Samantha Male	-	-	4	4
Malcolm Kinns	2	2	4	3
Andrea Tustin	-	-	-	-
Joost de Kock	-	-	-	-
Phil Wade	-	-	-	-

Directors	Property Committee meetings		Technology Advisory Committee Meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Candice Charles	-	-	2	2
Leanne Dreves	-	-	-	-
Maura Boland	-	-	-	-
Chris Edwards	-	-	-	-
Samantha Male	4	4	-	-
Malcolm Kinns	2	2	2	2
Andrea Tustin	4	3	-	-
Joost de Kock	-	-	-	-
Phil Wade	-	-	-	-

Members guarantee

Aruma Services Limited is a company limited by guarantee and in accordance with the Constitution the liability of members in the event of Aruma Services Limited being wound up during the time, or within one year after he or she is a member, would not exceed (\$1) per member towards meeting any outstanding obligations of the entity. At 30 June 2024 the total amount that members are liable to contribute if Aruma Services Limited is wound up is \$37 (2023: \$35).

Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 60-40 of the Australian Charities and Not-for-profits Commission (ACNC) Act 2012 is set out on page 58.

Rounding of amounts

The Company is of a kind referred to in ASIC Legislative Instrument 2016/191, relating to the 'rounding off' of amounts in the directors' report. Amounts in the directors' report have been rounded off in accordance with the instrument to the nearest thousand dollars, or in certain cases, to the nearest dollar.

Signed in accordance with a resolution of the board of directors.



Candice Charles
Chair

Sydney
28 October 2024



Auditor's Independence Declaration

As lead auditor for the audit of Aruma Services Limited for the year ended 30 June 2024, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Aruma Services Limited and the entities it controlled during the period.

Eliza Penny
Partner
PricewaterhouseCoopers

Sydney
28 October 2024

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These financial statements are the consolidated financial statements of the Group consisting of Aruma Services Limited and its subsidiaries.

A list of subsidiaries is included in Note 23. The financial statements are presented in Australian dollars which is Aruma Services Limited's functional and presentation currency. The Company is of a kind referred to in ASIC Legislative Instrument 2016/191, relating to the 'rounding off' of amounts in the financial statements. Amounts in the financial statements have been rounded off in accordance with the instrument to the nearest thousand dollars, or in certain cases, to the nearest dollar.

financial report

Aruma Services Limited is an Australian Public Company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business is:

Aruma Services Limited
Building A, Suite 4.01/20
Rodborough Road
Frenchs Forest NSW 2086
Australia

The financial statements were authorised for issue by the directors on 28 October 2024. The directors have the power to amend and reissue the financial statements.



Consolidated statement of profit or loss and other comprehensive income

For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Revenue and other income			
Revenue	3	515,710	478,985
Other income	3	3,698	6,197
Total revenue and other income		519,408	485,182
Less: expenses			
Employee benefits expense	4	(456,092)	(419,893)
Occupancy expense		(17,003)	(13,656)
Depreciation and amortisation expense	4	(13,351)	(13,884)
Professional fee expenses		(4,219)	(3,790)
Motor vehicle expenses		(7,013)	(4,676)
Material and consumables used	4	(6,482)	(6,735)
Technology expenses		(15,715)	(13,730)
Repairs and maintenance expense		(6,251)	(5,907)
Sales and marketing expenses		(1,505)	(2,685)
Finance expenses	14	(1,499)	(1,487)
Other expenses		(5,175)	(5,406)
Revaluation loss on assets held for sale	10	(161)	(1,000)
Total expenses		(534,466)	(492,849)
Loss before income tax expense		(15,058)	(7,667)
Income tax expense		-	-
Net loss from continuing operations		(15,058)	(7,667)
Other comprehensive income			
Items that will not be reclassified to profit or loss			
Increase in valuation of freehold land and buildings held at valuation	13, 19(a)	7,497	-
Remeasurements of defined benefit liability	17(b), 19(a)	121	405
Other comprehensive income for the year, net of tax		7,618	405
Total comprehensive loss for the year		(7,440)	(7,262)

The above consolidated statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.

Consolidated statement of financial position

As at 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Assets			
Current assets			
Cash and cash equivalents	5	71,751	118,499
Trade receivables and accrued income	6	26,999	16,213
Inventories	7	1,166	870
Other financial assets	8	31,862	5,975
Other current assets	9	5,147	5,435
Assets classified as held for sale	10	18,558	13,000
Total current assets		155,483	159,992
Non-current assets			
Property, plant and equipment	13	66,475	64,103
Right-of-use assets	14	20,479	26,950
Other assets	17	19	-
Total non-current assets		86,973	91,053
Total assets		242,456	251,045
Liabilities			
Current liabilities			
Trade and other payables	15	28,089	30,511
Lease liabilities	14	6,252	7,946
Employee benefit obligations	16	60,696	59,475
Provisions	17	26,910	23,479
Contract liabilities	18	6,568	5,041
Total current liabilities		128,515	126,452
Non-current liabilities			
Lease liabilities	14	15,672	19,383
Employee benefit obligations	16	1,818	1,021
Provisions	17	-	298
Total non-current liabilities		17,490	20,702
Total liabilities		146,005	147,154
Net assets		96,451	103,891
Equity			
Other reserves	19(a)	19,505	11,887
Retained surplus	19(b)	76,946	92,004
Total equity		96,451	103,891

The above consolidated statement of financial position should be read in conjunction with the accompanying notes.

Consolidated statement of changes in equity

For the year ended 30 June 2024

	Notes	Reserves \$'000	Retained surplus \$'000	Total equity \$'000
Balance at 1 July 2022		11,482	99,671	111,153
Loss for the year		-	(7,667)	(7,667)
Remeasurements of defined benefit liability	19(a)	405	-	405
Total comprehensive income/(loss) for the year		405	(7,667)	(7,262)
Balance at 30 June 2023		11,887	92,004	103,891
Balance at 1 July 2023		11,887	92,004	103,891
Loss for the year		-	(15,058)	(15,058)
Remeasurements of defined benefit liability	17(b), 19(a)	121	-	121
Increase in valuation of freehold land and buildings held at fair value	13, 19(a)	7,497	-	7,497
Total comprehensive income/(loss) for the year		7,618	(15,058)	(7,440)
Balance at 30 June 2024		19,505	76,946	96,451

The above consolidated statement of changes in equity should be read in conjunction with the accompanying notes.

Consolidated statement of cash flows

For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Cash flows from operating activities			
Receipt from customers (inclusive of GST)		509,850	502,137
Payments to suppliers and employees (inclusive of GST)		(520,227)	(487,230)
Interest received		2,562	2,631
Interest paid		(1,499)	(1,487)
Net cash (outflow) inflow from operating activities		(9,314)	(16,051)
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		579	483
Proceeds from sale of financial assets at fair value through profit or loss		915	1,328
Payment for property, plant and equipment	13	(5,094)	(4,388)
Payments for financial assets at fair value through profit or loss	8	(26,000)	(1,779)
Dividends received	3	149	299
Cash acquired on business combinations, net of consideration paid		-	1,708
Net cash outflow from investing activities		(29,451)	(2,349)
Cash flows from financing activities			
Lease payments		(7,983)	(9,493)
Net cash outflow from financing activities		(7,983)	(9,493)
Net (decrease) increase in cash and cash equivalents		(46,748)	4,209
Cash and cash equivalents at the beginning of the financial year		118,499	114,290
Cash and cash equivalents at end of financial year	5	71,751	118,499

The above consolidated statement of cash flows should be read in conjunction with the accompanying notes.

Contents of the notes to the consolidated financial statement

30 June 2024

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1. Summary of material accounting policies

This note provides a list of the material accounting policies adopted in the preparation of these consolidated financial statements. These policies have been consistently applied to all the years presented, unless otherwise stated. The financial statements are for the Group consisting of Aruma Services Limited and its subsidiaries.

a. Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board and the Australian Charities and Not-for-profits Commission Act 2012. The Company is a not-for-profit entity for the purpose of preparing the financial statements.

i. Compliance with Australian Accounting Standards - Simplified Disclosure Requirements

The consolidated financial statements of the Group comply with Australian Accounting Standards - Simplified Disclosures as issued by the Australian Accounting Standards Board (AASB).

ii. Historical cost convention

The consolidated financial report has been prepared under the historical cost convention, as modified by revaluations to fair value for certain classes of assets and liabilities as described in the respective accounting policies.

iii. Comparative information

Comparative information is reclassified where appropriate to enhance comparability or in conformity with revised standards and interpretations.

iv. New and amended standards adopted by the Group

The Group has applied the following standard and amendment for the first time in their annual reporting period commencing 1 July 2023:

- AASB 17 Insurance Contracts
- AASB 2021-2 Amendments to Australian Accounting Standards - Disclosure of Accounting Policies Definition of Accounting Estimates [AASB 7, AASB 101, AASB 108, AASB 134 & AASB Practice Statement 2].

The standard and amendment listed above did not have any impact on the amounts recognised in prior years and are not expected to significantly affect the current or future years.

b. Principles of consolidation

Subsidiaries are all entities (including structured entities) over which the Group has control. The Group controls an entity where the Group is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the activities of the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the Group. They are deconsolidated from the date that control ceases.

The acquisition method of accounting is used to account for business combinations by the Group.

Intercompany transactions and balances between Group companies are eliminated. Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the Group.

c. Revenue from contracts with customers

NDIS funding

The Group provides disability services to participants who qualify for NDIS funding. NDIS funding for each participant is provided based on an hourly/weekly fixed price basis for approved specific support services. Revenue is recognised in the amount to which the Group has a right to invoice, based on specific support services delivered to participants each week. The Group invoices NDIA on a weekly or fortnightly basis and consideration is payable within 7 days from invoice date.

Other government funding

The Group provides disability services to participants who either have not transitioned from federal or state government funding schemes to the NDIS, who are recipients of state government services or are not eligible for NDIS funding. Revenue is recognised in the amount to which the Group has a right to invoice, based on specific support services delivered to participants each week. The Group recognises a liability for this federal and state government funding received in advance of delivery of specific performance obligations.

Service revenue

The Group provides commercial laundry and facility services to business customers. Revenue is recognised when services have been rendered and the customer has received and used the benefits simultaneously. No significant element of financing is deemed present as the sales are made with a credit term of 30 days, which is consistent with market practice. A receivable is recognised when services are rendered as this is the point in time that the consideration is unconditional because only the passage of time is required before the payment is due.

The Group provides supported independent living support services under fixed price weekly fee contracts to participants who live at fit for purpose properties owned or leased by the Group. Revenue is recognised in the amount to which the Group has a right to invoice, based on specific support services delivered to participants each week. Participants are invoiced on a fortnightly basis and consideration is payable within 14 days from invoice date.

Sale of goods

The Group manufactures and sells biscuits, packaging materials, assembles and delivers medical packs and supplies, harvests and sells farm products. Revenue is recognised when the products have been shipped to the specific location and the customer has accepted the products in accordance with the sales contract. No significant element of financing is deemed present as the sales are made with a credit term of 30 days, which is consistent with market practice. A receivable is recognised when goods are delivered as this is the point in time

that the consideration is unconditional because only the passage of time is required before the payment is due.

d. Government Grants, Donations, Bequests, Fundraising Income and Volunteer Services

The Group recognises government grants as an asset where the consideration to acquire the grant is significantly less than the fair value of the asset principally to enable the Group to further its objectives. The Group recognises and measures the asset at fair value in accordance with the applicable Australian Accounting Standard. Upon initial recognition of the asset, The Group would consider whether any other related amounts should be recognised.

Where the government grant relates to a transfer of a financial asset to enable the Group to acquire or construct a recognisable non-financial asset to be controlled by the Group, the Group recognises a liability for the excess of the fair value of the transfer over any related amounts recognised. The Group recognises income as it satisfies its obligations under the transfer.

Where the government grant does not enable the Group to acquire or construct a recognisable non-financial asset to be controlled by the Group, then any excess of the initial carrying amount of the recognised asset over the related amounts is recognised as income.

The Group recognises donations, bequests and fundraising appeals as income when it gains control of the donated cash and bequeathed assets. The Group recognises a liability for all direct and indirect fundraising costs as they are incurred.

The Group does not recognise volunteer services even if the fair value of those services can be measured reliably, regardless of whether the services would have been purchased if they had not been donated. The Group does not rely significantly on volunteer services.

e. Dividend and interest income

Dividends are received from financial assets measured at fair value through profit or loss

(FVPL) and other comprehensive income (FVOCI). Dividends are recognised as income in profit or loss at the time the right to receive payment has been established.

Interest income received from financial assets at amortised cost and financial assets at FVPL and FVOCI is calculated using the effective interest method, with interest accrued over the relevant period using the effective interest rate. This rate exactly discounts the estimated future cash flows over the expected life of the financial asset to the net carrying amount of the financial asset. Interest income is recognised as income in profit or loss.

f. Income tax

The Group is registered under the Charitable Fundraising Act 1991 and is endorsed as income tax exempt charitable entities under Subdivision 50 B of the Income Tax Assessment Act 1997.

Aruma Services Limited is a public benevolent institution as defined in the Income Tax Assessment Act 1997 and is endorsed as a deductible gift recipient under Subdivision 30 BA of the Income Tax Assessment Act 1997.

g. Cash and cash equivalents

For the purpose of presentation in the consolidated statement of cash flows, cash and cash equivalents include cash on hand and at banks, short term deposits with an original maturity of three months or less held at call with financial institutions, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the consolidated statement of financial position.

All the balances in the financial statements including cash and cash equivalents exclude certain client-related balances which are segregated from the Consolidated Entity's own funds and are thus restricted from use.

h. Inventories

Raw materials and finished goods are stated at the lower of cost and net realisable value. Cost comprises direct materials, direct labour and an appropriate proportion of variable and fixed overhead expenditure, the latter being allocated on the basis of normal operating capacity. Costs are assigned to individual

items of inventory on the basis of weighted average costs. Costs of purchased inventory are determined after deducting rebates and discounts. Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

Inventories held for distribution at no or nominal consideration are measured at lower of cost and current replacement cost.

i. Financial assets

i. Classification

The Group classifies its financial assets in the following measurement categories:

- those to be measured subsequently at fair value (either through other comprehensive income ("FVOCI") or through profit or loss ("FVPL"), and
- those to be measured at amortised cost.

The classification depends on the entity's business model for managing the financial assets and the contractual terms of the cash flows. For assets measured at fair value, gains and losses will either be recorded in profit or loss or in other comprehensive income.

For investments in debt and equity instruments that are not held for trading and certain fixed interest securities, this will depend on whether the Group has made an irrevocable election at the time of initial recognition to account for the equity investment at FVOCI. The Group has elected to classify its debt and equity securities as financial assets at FVPL.

The group reclassifies debt investments when and only when its business model for managing those assets changes.

ii. Recognition and derecognition

Regular purchases and sales of financial assets are recognised on trade-date, the date on which the Group commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Group has transferred substantially all the risks and rewards of ownership.

iii. Measurement

At initial recognition, the Group measures a financial asset at its fair value plus, in the case of a financial asset at amortised cost, transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVPL are expensed in profit or loss.

Debt instruments

Subsequent measurement of debt instruments depends on the group's business model for managing the asset and the cash flow characteristics of the asset. There are three measurement categories into which the group classifies its debt instruments:

Certain fixed interest securities are subsequently measured at fair value. Where the Group's management has elected to present fair value gains and losses on equity investments in other comprehensive income, there is no subsequent reclassification of fair value gains and losses to profit or loss following the derecognition of the investment. Dividends from such investments continue to be recognised in profit or loss as other income when the Group's right to receive payments is established. Impairment losses and reversal of impairment losses on equity investments measured at FVPL and FVOCI are not reported separately from other changes in fair value.

- Amortised cost: Assets that are held for collection of contractual cash flows, where those cash flows represent solely payments of principal and interest, are measured at amortised cost. Interest income from these financial assets is included in finance income using the effective interest rate method. Any gain or loss arising on derecognition is recognised directly in profit or loss and presented in other gains/(losses) together with foreign exchange gains and losses. Impairment losses are presented as separate line item in the consolidated statement of profit or loss and other comprehensive income.
- FVPL: Assets that do not meet the criteria for amortised cost or FVOCI are measured at FVPL. A gain or loss on a debt investment that is subsequently measured

at FVPL is recognised in profit or loss and presented net within other gains/(losses) in the period in which it arises.

Equity instruments

The Group subsequently measures all equity investments at fair value.

Changes in the fair value of financial assets at FVPL are recognised in other gains/(losses) in the consolidated statement of profit or loss and other comprehensive income as applicable. Dividends from such investments continue to be recognised in profit or loss as other income when the Group's right to receive payments is established. Impairment losses and reversal of impairment losses on equity investments measured at FVPL are not reported separately from other changes in fair value.

iv. Impairment

The Group assesses the expected credit losses associated with its debt instruments carried at amortised cost on a forward-looking basis. The impairment methodology applied depends on whether there has been a significant increase in credit risk.

For trade receivables and accrued income, the Group applies the simplified approach permitted by AASB 9 Financial Instruments, which requires expected lifetime losses to be recognised from initial recognition of the receivables and accrued income. To measure expected credit losses, trade receivables and accrued income have been grouped based on shared credit risk characteristics and the days past due. Accrued income relates to unbilled services delivered to customers and have substantially the same risk characteristics as trade receivables for the same types of contracts. The Group has therefore concluded that the expected loss rates for trade receivables are a reasonable approximation of the loss rates for accrued income.

The expected loss rates are based on the payment profiles of revenue over a period of 36 months before 30 June 2024 and the historical credit losses experienced within this period. The historical loss rates are adjusted to reflect current and forward

looking information on factors affecting the ability of customers to settle the receivables. The Group has identified that self-managed and plan-managed customers have a higher expected loss rate than other customer groups.

Trade receivables are written off where there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include, amongst others, the failure of a debtor to make contractual payments for a period of greater than 180 days past due and the failure of a debtor to commit to a repayment plan for outstanding debt.

j. Financial liabilities

Financial liabilities include trade payables, other creditors and accrued liabilities. These amounts represent liabilities for goods and services provided to the Group prior to the end of the financial year which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition. Where trade payables are settled via electronic cash transfer, they are derecognised when the Group has no ability to withdraw, stop or cancel the payment, has lost the practical ability to access the cash as a result of the electronic payment instruction and the risk of a settlement not occurring is insignificant.

Non-derivative financial liabilities are subsequently measured at amortised cost, comprising original debt less principal payments and amortisation.

Financial liabilities are classified as current liabilities unless the Group has an unconditional right to defer settlement of the liability for at least 12 months after the reporting period. They are initially recognised at their fair value and subsequently measured at amortised cost using the effective interest method.

k. Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and any accumulated impairment losses.

Properties that are held for strategic purpose or to provide social services and that generate cash inflows where the rental revenue is incidental to the purpose for holding

the property, do not meet the definition of investment properties and are classified as properties in accordance with AASB 116.

Freehold land and buildings are initially recorded at cost. Where freehold land and buildings were acquired at no cost or for a nominal amount, cost is deemed to be the fair value at the acquisition date.

Freehold land and commercial buildings

Subsequent to initial recognition, freehold land and commercial buildings are measured at revalued amounts, being the fair value at the date of the revaluation, less any subsequent accumulated depreciation and accumulated impairment losses. At each balance date the carrying amount of each asset is reviewed to ensure that it does not differ materially from the asset's fair value at reporting date. Where necessary, the asset is revalued to reflect its fair value.

Increases in the carrying amounts arising on revaluation of freehold land and commercial buildings are recognised in other comprehensive income and accumulated in reserves in equity. To the extent that the increase reverses a decrease of the same class of asset previously recognised in profit or loss, the increase is recognised in profit or loss. Decreases that offset previous increases of the same class of asset are recognised in other comprehensive income to the extent of the remaining surplus attributable to the asset; all other decreases are charged to profit or loss. Valuations are performed every 3 years by an external qualified valuer.

Land and buildings

Residential land and buildings are stated at historical cost less depreciation.

Plant and equipment and furniture and fittings

Plant and equipment and furniture and fittings are stated at historical cost less depreciation. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Furniture and fittings include assets received in the form of free office fit outs. These assets are recognised at their fair value and depreciated over the shorter of their useful life or the lease term.

Depreciation

Land is not depreciated.

The depreciable amount of all property, plant and equipment is depreciated on a straight line basis over their estimated useful lives.

Class of fixed asset	Depreciation rates	Depreciation basis
Buildings at cost	2.5 - 20%	Straight line
Buildings at valuation	2.5 - 20%	Straight line
Plant and equipment at cost	5-50%	Straight line
Motor vehicles at cost	8 - 25%	Straight line
Leasehold Improvement	Shorter of lease period or Asset useful life	Straight line

The Group reviews the assets' estimated useful lives and adjusts, if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with carrying amount. These are included in profit or loss. When revalued assets are sold, it is Group policy to transfer any amounts included in other reserves in respect of those assets to retained surplus.

l. Intangibles

i. Goodwill

Goodwill represents the future economic benefits arising from other assets acquired in a business combination that are not individually identifiable or separately recognised.

Goodwill is not amortised, but is tested for impairment annually, or more frequently if events or changes in circumstances indicate that it might be impaired and is carried at cost less any accumulated impairment losses.

Goodwill is allocated to cash generating units for the purpose of impairment testing. The allocation is made to those cash generating units or groups of cash

Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

generating units that are expected to benefit from the business combination in which the goodwill arose. The units or groups of units are identified at the lowest level at which goodwill is monitored for internal management purpose.

ii. Software development

Costs associated with maintaining software programs are recognised as an expense as incurred. Development costs that are clearly attributable to the design and testing of identifiable and unique software products controlled by the Group are recognised as intangible assets where the following criteria are met:

- it is technically feasible to complete the software so that it will be available for use;
- management intends to complete the software and use or sell it;
- there is an ability to use or sell the software;
- it can be demonstrated how the software will generate probable future economic benefits;
- adequate technical, financial and other resources to complete the development and to use the software are available; and
- the expenditure attributable to the software during its development can be reliably measured.

Directly attributable costs that are capitalised as part of the software include employee costs and an appropriate portion of relevant overheads.

Capitalised development costs are recorded as intangible assets and amortised from the point at which the asset is ready for use.

Amortisation is calculated on a straight-line basis over 3 years, which is the expected benefit of the software, system or licence to the Group from the point in time at which the asset is ready for use.

iii. Cloud computing arrangements - Software-as-a-Service (SaaS) arrangements

Costs incurred in configuring or customising cloud software and Software-as-a-Service (SaaS) arrangements can only be recognised as intangible assets if the implementation activities create an intangible asset that the entity controls and the intangible asset meets the recognition criteria. Those costs that do not result in intangible assets are expensed as incurred, unless they are paid to the suppliers of the SaaS arrangements to significantly customise the cloud-based software for the group, in which case the costs are recorded as a prepayment for services and amortised over the expected renewable term of the arrangement.

m. Impairment of non-financial assets

Goodwill, intangible assets not yet ready for use and intangible assets with indefinite useful lives are not subject to amortisation and are therefore tested annually for impairment, or more frequently if events or changes in circumstances indicate that they might be impaired.

Assets other than goodwill, intangible assets not yet ready for use and intangible assets with indefinite useful lives are assessed for impairment whenever events or circumstances arise that indicate the asset may be impaired.

An impairment loss is recognised when the carrying amount of an asset or cash generating unit exceeds the asset's or cash generating unit's recoverable amount. The recoverable amount of an asset or cash generating unit is defined as the higher of its fair value less costs to sell and value in use.

For impairment assessment purposes, assets are generally grouped at the lowest levels for which there are largely independent cash flows ('cash generating units'). Accordingly, most assets are tested for impairment at the cash generating unit level. Because it does not generate cash flows independently of other assets or groups of assets, goodwill is allocated to the cash generating unit or units that are expected to benefit from the synergies arising from the business combination that gave rise to the goodwill.

Impairment losses in respect of individual assets are recognised immediately in profit or loss unless the asset is carried at a revalued amount such as property, plant and equipment, in which case the impairment loss is treated as a revaluation decrease. Impairment losses in respect of cash generating units are allocated first against the carrying amount of any goodwill attributed to the cash generating unit with any remaining impairment loss allocated on a pro rata basis to the other assets comprising the relevant cash generating unit.

The recoverable amount is assessed based on the expected net cash flows which will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to present values in determining recoverable amounts.

Non-financial assets other than goodwill that suffered an impairment are reviewed for possible reversal of the impairment at the end of each reporting period.

n. Biological assets

Avocado and macadamia trees are classified as biological assets and valued in accordance with AASB 116 Property, Plant and Equipment. The value of the trees is measured at fair value using a discounted cash flow methodology. Biological assets are assessed for impairment in accordance with note 1(m).

o. Leases

Assets and liabilities arising from a lease are initially measured on a present value basis. Lease liabilities include the net present value of the following lease payments:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable;

- variable lease payments that are based on an index or a rate, initially measured using the index or rate as at the commencement date;
- amounts expected to be payable by the Group under residual value guarantees;
- the exercise price of a purchase option if the Group is reasonably certain to exercise that option; and
- payments of penalties for terminating the lease, if the lease term reflects the Group exercising that option.

Lease payments to be made under reasonably certain extension options are also included in the measurement of the liability.

The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case for leases in the Group, the lessee's incremental borrowing rate is used, being the rate that the individual lessee would have to pay to borrow the funds necessary to obtain an asset of similar value to the right-of-use asset in a similar economic environment with similar terms, security and conditions.

If a readily observable amortising loan rate is available to the individual lessee (through recent financing or market data) which has a similar payment profile to the lease, then the Group entities use that rate as a starting point to determine the incremental borrowing rate.

The Group is exposed to potential future increases in variable lease payments based on an index or rate, which are not included in the lease liability until they take effect. When adjustments to lease payments based on an index or rate take effect, the lease liability is reassessed and adjusted against the right-of-use asset.

Lease payments are allocated between principal and finance cost. The finance cost is charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Right-of-use assets are measured at cost comprising the following:

- the amount of the initial measurement of lease liability;

- any lease payments made at or before the commencement date less any lease incentives received;
- any initial direct costs; and
- restoration costs.

Right-of-use assets are generally depreciated over the shorter of the asset's useful life and the lease term on a straight-line basis. If the Group is reasonably certain to exercise a purchase option, the right-of-use asset is depreciated over the underlying asset's useful life. While the Group revalued its land and buildings that are presented within property, plant and equipment, it has chosen not to do so for the right-of-use buildings held by the Group.

p. Employee benefits

i. Short-term obligations

Liabilities arising in respect of wages and salaries, annual leave and any other employee benefits (other than termination benefits) expected to be settled wholly within 12 months after the end of the period in which the employees render the related service are recognised in respect of employees' services up to the end of the reporting period and are measured at the undiscounted amounts expected to be paid when the liabilities are settled. All short-term employee benefits including the expected cost of short-term employee benefits in the form of compensated absences such as annual leave is recognised in employee benefits obligations in the consolidated statement of financial position.

ii. Long-term employee benefit obligations

The Group has liabilities for long service leave and annual leave that are not expected to be settled wholly within 12 months after the end of the period in which the employees render the related service. These obligations are measured at the present value of expected future payments to be made in respect of services provided by employees up to the end of the reporting period, using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee turnover and periods of service. Expected future payments are discounted

using market yields at the end of the reporting period of high-quality corporate bonds with terms and currencies that match, as closely as possible, the estimated future cash outflows.

Remeasurements as a result of experience adjustments and changes in actuarial assumptions are recognised in profit or loss.

The obligations are presented as current liabilities in the consolidated statement of financial position if the entity does not have an unconditional right to defer settlement for at least 12 months after the reporting date, regardless of when the actual settlement is expected to occur.

iii. Retirement benefit obligations Defined benefit superannuation plan

A net defined benefit liability is recognised in the consolidated statement of financial position and is measured as the difference between the Group's obligation for employees' defined benefit entitlements at the end of the reporting period and the fair value of plan assets attributable to employees at the same date. The Group's obligation for employees' defined benefit entitlements is calculated at the end of each reporting period by an independent actuary using the projected unit credit method. In determining the Group's obligation for employee's defined benefit entitlements, the actuary discounts the expected future payments attributable to providing the defined benefit entitlements at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that are denominated in the currency in which the benefits will be paid, and that have terms approximating to the terms of the related obligation. Consideration is given to expected future wage and salary levels, experience of employee turnover and periods of service.

The periodic cost of providing defined benefit entitlements is disaggregated and accounted for as follows:

- service cost (including current and past service costs and any gains or losses on settlements or curtailments) is recognised in profit or loss in the period in which it arises as part of employee benefits expense;

- interest on the net defined benefit liability is calculated by multiplying the average balance of the liability during the reporting period by the discount rate applied to the defined benefit obligation and is recognised in profit or loss in the period in which it arises as part of finance costs; and
- remeasurements of the net defined benefit liability (including actuarial gains and losses, the return on plan assets less amounts included in the net interest on the net defined benefit liability, and any changes in the limit on the net defined benefit asset (excluding interest) are recognised in other comprehensive income in the periods in which they occur.

q. Provisions

Provisions for contingent liability and make good obligations are recognised when the Group has a present legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will be required to settle that the obligation, and the amount can be reliably estimated. Provisions are not recognised for future operating losses.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the end of the reporting period. The discount rate used to determine the present value is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the passage of time is recognised as interest expense.

r. Contract liabilities

A contract liability is the obligation to transfer goods or services to a customer for which the Group has received consideration (or an amount of consideration is due) from the customer. If a customer pays consideration before the Group transfers goods or services

to the customer, a contract liability is recognised when the payment is made or the payment is due (whichever is earlier). Contract liabilities are recognised as revenue when the Group performs under the contract.

s. Non-current assets held for sale

Non-current assets are classified as held for sale if their carrying amount will be recovered principally through a sale transaction rather than through continuing use and a sale is considered highly probable. They are measured at the lower of their carrying amount and fair value less costs to sell.

An impairment loss is recognised for any initial or subsequent write-down of the asset to fair value less costs to sell. A gain is recognised for any subsequent increases in fair value less costs to sell of an asset, but not in excess of any cumulative impairment loss previously recognised. A gain or loss not previously recognised by the date of the sale of the non-current asset is recognised at the date of derecognition.

Non-current assets are not depreciated or amortised while they are classified as held for sale.

Non-current assets classified as held for sale are presented separately from the other assets in the consolidated statement of financial position.

t. Goods and Services Tax (GST)

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

Cash flows are presented in the consolidated 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.

2. Critical estimates and judgements

Certain accounting estimates include assumptions concerning the future, which, by definition, will seldom represent actual results. Estimates and assumptions based on future events have a significant inherent risk, and where future events are not as anticipated there could be a material impact on the carrying amounts of the assets and liabilities discussed below:

a. Employee benefits provision

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability estimates of attrition rates and pay increases through inflation have been considered.

b. Defined benefits superannuation plan

In determining the Group's ultimate cost of its defined benefit superannuation plan, actuarial assumptions are required to be made. The principal actuarial assumptions used are disclosed in note 17.

c. Provision for workers compensation

The Group participates in a Loss Prevention Recovery (LPR) insurance scheme for workers compensation policies over a number of financial years for its employees who are located in New South Wales.

Estimates of the forecast premium payable at the end of each LPR period are based on actual capped claims costs provided by the insurer and extrapolated for each LPR as they mature over 4 years. The extrapolation is derived by applying:

- A weighted average development factor that is calculated based on the triangulation of past 10 years of actual claims costs maintained by the insurer for the second to fourth year respectively of each LPR policy; and

- ii. An adjustment factor provided by the insurer that is applied to the second to fourth year respectively of each LPR policy.

The Group has further incorporated historical claims and policy experience to determine the estimated provision required for all LPR policies that remain open at the end of the financial reporting period.

d. Estimation of useful lives of assets

The Group determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or regulatory changes or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives. Technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

e. Valuation of property

The Group engages external, independent and qualified valuers to determine the fair value of the Group's freehold land and commercial buildings which are subject to revaluation at least every three years.

The last independent valuation of these freehold land and commercial buildings was performed as at 30 June 2024. The critical assumptions adopted in determining the valuations included the location of the land and buildings, the demand for land and buildings in the area and recent sales data for similar properties.

f. Expected credit losses (ECL) on trade receivables and accrued income

Loss allowances for trade receivables and accrued income are based on assumptions about risk of default and expected loss rates. The Group has used relevant historical information and loss experience to determine the probability of default and incorporated forward looking information, including significant changes in external market indicators which involved significant estimates and judgements, to determine loss allowances.

In determining the ECL of trade receivables, the Group has provided for all trade receivables based on the four year average roll rate of the ageing of trade receivables. The Group prepared an assessment of historical loss data to assess the loss rate on trade receivables to determine expected credit loss.

In determining the ECL of accrued revenue, the Group has provided for all accruals based on a % ranging between 40% to 60% based on risk of non-recoverability.

As at date of consolidated financial statements, the ECL for trade receivables and accrued income are

\$10,923,000 (2023: \$6,153,000).

3. Revenue and other income

	2024 \$'000	2023 \$'000
Revenue		
NDIS funding	384,909	362,567
Other government funding	79,944	70,525
Service revenue	45,684	37,916
Sale of goods	3,546	5,710
Fundraising appeals	800	940
Bequest income	126	1,052
Sundry revenue	701	275
Total revenue	515,710	478,985
Other income		
Dividend income	149	299
Interest income	2,562	2,631
Gain on disposal of property, plant and equipment	134	200
(Loss)/gain on disposal of right-of-use assets	(341)	228
Loss on sale of shares	(139)	(114)
Gain on investments measured at fair value through profit or loss	941	459
Discount on acquisition	-	2,494
Fair value adjustment from business acquisition (note 13)	392	-
Total other income	3698	6,197

a. Disaggregation of revenue from contracts with customers and income recognised in accordance with AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities

The Group recognises revenue from NDIS funding, other government funding, and service revenue over time as performance obligations are satisfied, which is as services are rendered, primarily on a daily or monthly basis in accordance with AASB 15 Revenue from Contracts with Customers, and recognises at a point in time in accordance with AASB 1058 Income of Not-for-Profit Entities as follows:

	NDIS Funding \$'000	Other government funding \$'000	Service revenue \$'000	Sale of goods \$'000	Other revenue \$'000	Total \$'000
2024						
Timing of revenue recognition						
At a point in time	-	-	24,982	3,546	701	29,229
Over time	384,909	79,944	20,702	-	-	485,555
Revenue from external customers	384,909	79,944	45,684	3,546	701	514,784
Income recognised in accordance with AASB 1058	-	-	-	-	926	926
Total revenue	384,909	79,944	45,684	3,546	1,627	515,710
2023						
Timing of revenue recognition						
At a point in time	-	-	18,802	5,710	275	24,787
Over time	362,567	70,525	19,114	-	-	452,206
Revenue from external customers	362,567	70,525	37,916	5,710	275	476,993
Income recognised in accordance with AASB 1058	-	-	-	-	1,992	1,992
Total revenue	362,567	70,525	37,916	5,710	2,267	478,985

4. Expenses

Loss before income tax includes the following specific expenses:

	2024 \$'000	2023 \$'000
Cost of sales	6,482	6,735
Impairment loss on trade receivables and accrued income	278	1,154
Rental expense on operating leases	3,969	3,261
	2024 \$'000	2023 \$'000
Depreciation on property, plant and equipment	4,643	4,159
Depreciation on right-of-use assets	8,708	9,725
Total depreciation and amortisation expense	13,351	13,884
Employee benefits expense		
Wages and salaries	334,369	304,419
Superannuation contribution	39,904	34,703
Employee benefits	46,601	43,193
Workers compensation	17,277	16,026
Other employee related expenses (includes agency costs)	17,941	21,552
Total employee benefits expense	456,092	419,893

5. Cash and cash equivalents

	2024 \$'000	2023 \$'000
Cash on hand	145	104
Cash at bank	40,976	58,211
At call deposits with financial institutions	30,630	60,184
Total	71,751	118,499

a. Classification as cash equivalents

Term deposits are presented as cash equivalents if they have a maturity of 3 months or less from the date of acquisition and are repayable within 24 hours' notice with no loss of interest.

6. Trade receivables and accrued income

	2024 \$'000	2023 \$'000
Trade receivables	34,634	16,256
Accrued income	3,288	6,110
Loss allowance	(10,923)	(6,153)
Total	26,999	16,213

a. Classification as trade receivables and accrued income

Trade receivables are amounts due from customers for goods sold or services performed in the ordinary course of business. They are generally due for settlement within 30 days and are therefore all classified as current.

Accrued income are unbilled amounts for services delivered in the ordinary course of business. They are generally due to be billed within 30 days of performing the service and are therefore all classified as current.

b. Loss allowance of trade receivables and accrued income

Movements in the loss allowance were as follows:

	2024 \$'000	2023 \$'000
At 1 July	6,153	4,981
Charge for the year	6,614	2,659
Amounts written off	(1,844)	(1,487)
At 30 June	10,923	6,153

7. Inventories

	2024 \$'000	2023 \$'000
Raw materials	470	357
Finished goods	696	513
Total	1,166	870

a. Assigning costs to inventories

For the inventory accounting policy, refer to note 1(h).

b. Amounts recognised in profit or loss

Inventories recognised in the consolidated

statement of profit or loss and other comprehensive income during the financial year ended 30 June 2024 included an expense of \$6,558,000 (2023: \$6,724,000) recognised as raw materials and consumables used and a credit of \$75,000 (2023: \$11,000) recognised as change in inventories of finished goods.

8. Other financial assets

	2024 \$'000	2023 \$'000
Financial assets at fair value through profit or loss	31,862	5,975

a. Financial assets at fair value through profit or loss

Financial assets mandatorily measured at FVPL include the following:

	2024 \$'000	2023 \$'000
At fair value		
Fixed interest investment	5,265	1,028
Debt instruments	3,351	-
Equity instruments	23,246	4,947
Total	31,862	5,975

	2024 \$'000	2023 \$'000
Reconciliation of FVPL financial assets		
Opening balance at 1 July	5,975	5,179
Change in financial instrument classification	-	-
Additions	26,000	1,779
Disposals	(1,054)	(1,442)
Change in fair value of investment	941	459
Closing balance at 30 June	31,862	5,975

Fair value measurements

The valuation techniques and key assumptions used in measuring the fair value of financial assets measured at FVPL are as follows:

- Fixed interest investments: These are investments in unlisted Australian Funds. Investments are recorded at the redemption value per unit as reported by the investment managers of such funds.
- Equity instruments: The Group's investment in equity instruments is listed on Australian Securities Exchange (ASX) and overseas exchanges.
- Debt instruments: The Group's investment in debt instruments are Government Bonds and recorded at the redemption values per unit as reported by the investment managers of such funds.

9. Other current assets

	2024 \$'000	2023 \$'000
Prepayments	4,332	4,800
Other current assets	815	635
Total	5,147	5,435

10. Assets classified as held for sale

	2024 \$'000	2023 \$'000
Non-current assets held for sale		
Land	19,719	14,000
Accumulated impairment	(1,161)	(1,000)
Total	18,558	13,000

i. Land held for sale

During the financial year, Aruma decided to sell properties at 1036 Dandenong Road, Carnegie VIC 3163 and 1038 Dandenong Road, Carnegie VIC 3163 and Grattan Cres in Frenchs Forest NSW 2086.

In July 2023, Aruma entered into a contract for the sale of property located at 49 Blackbutts Road, Frenchs Forest

NSW 2086 and 21A Warili Road, Frenchs Forest NSW 2086 for \$13m. The Board approval for the sale was provided in 2023 and the land was actively marketed for sale at 30 June 2023. The net book value of the land was \$14m and Aruma has recognised an impairment of \$1m. As at 30 June 2024, the contract for sale is still not finalised as the buyer has asked for an extension to settle on 30 September 2024. At the date of the report, the sale has been finalised.

11. Biological assets

	2024 \$'000	2023 \$'000
At fair value		
Macadamia and avocado trees	602	602
Accumulated impairment	(602)	(602)
Total biological assets	-	-

Macadamia and avocado trees at Summerland Farm are held at fair value less costs to sell. The March 2022 Northern NSW floods led to poor produce during 2023. As a result of adverse weather conditions reducing fruit yields and a decrease in market prices, fruit sales have generated less income, forecasting a NPV loss in future years. Management performed a revaluation using the revised

discounted cash flow model. After considering 5 year projected cash flow forecast, the total value of Summerland Farm trees was written down from \$602k to \$nil in 2023.

During the financial year, 234 Lamb Hass Avocados trees were removed. No new plantings are planned and the block has been cleared.

a. Significant fair value assumptions

The fair value of avocado and macadamia trees is measured using a financial model based on the following assumptions:

- macadamia trees are expected to bear crops from 7 years to 43 years (2023: 7 years to 43 years),
- avocado trees are expected to bear crops from 3 years to 32 years (2023: 3 years to 32 years),

- expectations in respect of crop bearing are based on historical observations,
- selling prices, direct and overhead costs are based on actual results for the last three years,
- cash flows, expected over five years from existing trees, are discounted at a rate that takes into account the cost of capital plus a suitable risk factor (15%).

12. Intangible assets

	Goodwill \$'000
At 30 June 2023	
Cost	470
Accumulated impairment	(470)
Net book amount	-
At 30 June 2024	
Cost	470
Accumulated impairment	(470)
Net book amount	-

The carrying amount of the subsidiaries, have been reduced to their recoverable amounts, through recognition of an impairment loss against goodwill. This loss is included in 'Other expenses' in the consolidated statement of profit or loss and other comprehensive income.

13. Property, plant and equipment

	Freehold land \$'000	Commercial buildings \$'000	Land and buildings \$'000	Leasehold improvements \$'000	Plant and equipment, and Motor vehicles \$'000	Total \$'000
At 30 June 2023						
Cost	9,595	10,840	36,577	4,294	44,152	105,458
Accumulated depreciation	-	(2,688)	(6,121)	(4,128)	(28,418)	(41,355)
Net book amount	9,595	8,152	30,456	166	15,734	64,103
Year ended 30 June 2024						
Opening net book amount	9,595	8,152	30,456	166	15,734	64,103
Revaluation surplus	5,815	1,682	-	-	-	7,497
Fair value adjustment from business acquisition	212	180	-	-	-	392
Additions	-	-	-	-	5,094	5,094
Disposals	(117)	(13)	(314)	(1)	-	(445)
Transfers	1,075	473	726	481	(2,755)	-
Assets classified as held for sale	(2,600)	-	(2,923)	-	-	(5,523)
Depreciation charge	-	(569)	(795)	(131)	(3,148)	(4,643)
Closing net book amount	13,980	9,905	27,150	515	14,925	66,475
At 30 June 2024						
Cost	13,980	13,213	33,713	4,723	46,269	111,898
Accumulated depreciation	-	(3,308)	(6,563)	(4,208)	(31,344)	(45,423)
Net book amount	13,980	9,905	27,150	515	14,925	66,475

Included in land and buildings are:

- land and buildings acquired with capital funding which the funding body may have an interest in the property or any proceeds on disposal. The written down value of these assets is \$23,364,000 (2023: \$23,416,000).
- buildings with a total carrying value of \$199,900 (2023: \$213,000) on government gazetted land in respect of which no communication has been received of any plans that would prevent the Group's continued use.

a. Valuation

The Group engages external, independent and qualified valuers to determine the fair value of the Group's freehold land and commercial buildings at least every 3 years. As at 30 June 2024, an independent valuation was obtained from PP&E Valuations Pty Ltd for all freehold land and commercial buildings. The valuation was prepared to meet the requirements of AASB 116 on a highest and best use basis. The independent valuers used a number of approaches to determine market value including market comparison, income, cost and summation. The valuations were undertaken with a combination of Level 2 and

Level 3 inputs as defined under AASB 13 Fair Value Measurement. The freehold land and commercial buildings classes of assets were revalued based on the independent valuation. Other residential land and buildings are held at historical cost less depreciation as described in note 1(k).

14. Leases

This note provides information for leases where the Group is a lessee.

b. Property, plant and equipment pledged as security

As at 30 June 2024, the Group has no property, plant and equipment pledged as security.

a. Amounts recognised in the consolidated statement of financial position

The consolidated statement of financial position shows the following amounts relating to leases:

	2024 \$'000	2023 \$'000
Right-of-use assets		
Buildings	17,842	21,480
Vehicles	2,637	5,470
Total	20,479	26,950
Lease liabilities		
Current	6,252	7,946
Non-current	15,672	19,383
Total	21,924	27,329

Future lease payments in relation to lease liabilities as at year end are as follows:

	2024 \$'000	2023 \$'000
Within one year	7,684	8,561
Later than one year but not later than five years	15,545	18,725
Later than five years	3,218	6,442
Total	26,447	33,728

Additions to the right-of-use assets during the 2024 financial year were \$1,844,000 (2023: \$9,444,000) (note 20(a)).

Terminations and adjustments to leases resulting in a reduction in the right-of-use

assets during the 2024 financial year were \$1,027,000 (2023: \$518,000).

Modifications to leases resulting in an increase in the right-of-use assets during the 2024 financial year were \$1,421,000 (2023: \$54,000).

b. Amounts recognised in the consolidated statement of profit or loss and other comprehensive income

The consolidated statement of profit or loss and other comprehensive income shows the following amounts relating to leases:

	2024 \$'000	2023 \$'000
Depreciation charge of right-of-use assets		
Buildings	5,965	5,261
Vehicles	2,743	4,464
Total	8,708	9,725
Interest expense (included in finance cost)	1,499	1,487
Expense relating to short-term leases (included in occupancy and motor vehicle expenses)	3,969	3,261

c. The Group's leasing activities and how these are accounted for

The Group leases various offices, warehouses, residential properties and motor vehicles. Rental contracts are typically made for fixed periods of 6 months to 10 years but may have extension options as described below.

Extension and termination options, and residual value guarantees are included in a number of property leases of the Group. The majority of extension and termination options held are exercisable only by the Group and not by the respective lessor.

Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants other than the security interests in the leased assets that are held by the lessor. Leased assets may not be used as security for borrowing purposes.

Contracts may contain both lease and non-lease components. The Group allocates the consideration in the contract to the lease and non-lease components based on their relative stand-alone prices. However, for leases of real estate for which the Group is a lessee, it has elected not to separate lease and non-lease components and instead accounts for these as a single lease component.

Payments associated with short-term leases of equipment and vehicles and all leases of low-value assets are recognised on a straight-line basis as an expense in profit or loss. Short-term leases are leases with a lease term of 12 months or less without a purchase option. Lease payments for short-term leases and leases of low-value assets amount to \$3,969,000 (2023: \$3,261,000) are recognised in profit and loss.

15. Trade and other payables

	2024 \$'000	2023 \$'000
Unsecured liabilities		
Trade payables	3,535	2,166
Sundry creditors and accruals	24,554	28,345
Total	28,089	30,511

The following table shows the carrying amounts of trade and other payables split between financial liabilities and non-financial liabilities:

	2024 \$'000	2023 \$'000
Financial liabilities measured at amortised cost	3,535	2,166
Non-financial liabilities	24,554	28,345
Total	28,089	30,511

16. Employee benefit obligations

	2024			2023		
	Current \$'000	Non-current \$'000	Total \$'000	Current \$'000	Non-current \$'000	Total \$'000
Leave obligations	60,696	1,818	62,514	59,475	1,021	60,496

Leave obligations

The leave obligations cover the Group's liabilities for long service leave, annual leave and sick leave which are classified as either other long-term benefits or short-term benefits, as explained in note 1(p).

17. Provisions

	2024			2023		
	Current \$'000	Non-current \$'000	Total \$'000	Current \$'000	Non-current \$'000	Total \$'000
Defined pension benefits ((a) - (d))	-	-	-	-	298	298
Provision for workers compensation (e)	24,115	-	24,115	20,877	-	20,877
Restructuring costs (f)	368	-	368	-	-	-
Make good provision (g)	2,427	-	2,427	2,602	-	2,602
Total	26,910	-	26,910	23,479	298	23,777

a. Defined pension benefits

The Group contributes to pooled post-employment defined benefit plans. These pooled funds are held by SAS Trustee Corporation Pooled Fund (the "Fund") which holds in trust the investments of the following closed NSW public sector superannuation schemes:

- State Authorities Superannuation Scheme (SASS);
- State Superannuation Scheme (SSS);
- Police Superannuation Scheme (PSS); and
- State Authorities Non-contributory Superannuation Scheme (SANCS).

These schemes are all defined benefit plans as at least one component of the final benefit is derived from a multiple of member salary and years of membership. Members receive lump sum or pension benefits on retirement, death, disablement and withdrawal.

All of the Schemes are closed to new members. As at 30 June 2024, there were 9 members (2023: 12).

There are a number of risks to which the Fund exposes the Employer. The more significant risks relating to the defined benefits are:

- **Investment risk** - The risk that investment returns will be lower than assumed and the Employer will need to increase contributions to offset this shortfall.
- **Longevity risk** - The risk that pensioners live longer than assumed, increasing future pensions.
- **Pensions indexation risk** - The risk that pensions will increase at a rate greater than assumed, increasing future pensions.
- **Salary growth risk** - The risk that wages or salaries (on which future benefit amounts for active members will be based) will rise more rapidly than assumed, increasing defined benefit amounts and thereby requiring additional employer contributions.
- **Legislative risk** - The risk that legislative changes could be made which increase the cost of providing the defined benefits.

The Fund's assets are invested with independent fund managers and have

a diversified asset mix. The Fund has no significant concentration of investment risk or liquidity risk.

An actuarial valuation of the Pooled Fund is performed every three years. The last actuarial valuation was performed as at 30 June 2024. The next actuarial valuation will be performed as at 30 June 2027.

b. Movement in net defined benefit liability

The Group has no legal obligation to settle the deficit in the funded plans with an immediate contribution or additional one-off contributions. The Group intends to continue to contribute to the defined benefit section of the plan in line with the actuary's latest recommendations.

The following table shows a reconciliation from the opening balances to the closing balances for the net defined benefit liability and its components.

	Defined benefit obligation \$'000	Fair value of plan assets \$'000	Net defined benefit liability \$'000
Balance as at 30 June 2023	9,081	8,783	298
Included in profit or loss	569	461	108
Remeasurement gain included in other comprehensive income	23	144	(121)
Contributions paid	66	370	(304)
Benefits paid	(823)	(823)	-
Balance as at 30 June 2024	8,916	8,935	(19)

c. Plan assets

All Pooled Fund assets are invested by SAS Trustee Corporation (STC) at arm's length through independent fund managers, assets

are not separately invested for each entity and it is not possible or appropriate to disaggregate and attribute fund assets to individual entities. As such, the disclosures below relate to total assets of the Pooled Fund.

Asset Category	Total \$'000	Quoted prices in active markets for identical assets \$'000	Significant observable inputs \$'000	Unobservable inputs \$'000
		Level 1	Level 2	Level 3
Short Term Securities	2,493	2,285	208	-
Australian Fixed Interest	92	-	92	-
International Fixed Interest	1,027	-	1,015	12
Australian Equities	6,036	4,491	1,545	-
International Equities	14,850	14,705	141	4
Property	2,101	-	-	2,101
Alternatives	10,460	3	2,864	7,593
Total	37,059	21,484	5,865	9,710

Level 1 - quoted prices in active markets for identical assets or liabilities. The assets in this level are listed shares, listed unit trusts.

Level 2 - inputs other than quoted prices observable for the asset or liability either directly or indirectly. The assets in this level are cash; notes; government, semi-government and corporate bonds; unlisted trusts where quoted prices are available in active markets for identical assets or liabilities.

Level 3 - inputs for the asset or liability that are not based on observable market data. The assets in this level are unlisted property, unlisted shares, unlisted infrastructure, distressed debt, hedge funds.

Derivatives, including futures and options, can be used by investment managers. However, each manager's investment mandate clearly states that derivatives may only be used to facilitate efficient cashflow management or to hedge the portfolio against market movements

and cannot be used for speculative purposes or gearing of the investment portfolio. As such, managers make limited use of derivatives.

The percentage invested in each class at the reporting date:

	2024 %
As at 30 June	
Short Term Securities	14.2
Australian Fixed Interest	0.3
International Fixed Interest	3.5
Australian Equities	25.9
International Equities	37.8
Property	2.1
Alternatives	16.2
Total	100

d. Defined benefits obligation

i. Actuarial assumptions

The following are principal actuarial assumptions at the reporting date (expressed as weighted average): At 30 June 2024 the duration of the defined benefit obligations was 8.3 years (2023: 8.5 years).

	2024	2025 onwards
Discount rate	5.52%	5.42%
Future salary growth	4.45%	4.56%
Future pension growth	6.65%	4.25%

Changes to the above actuarial assumptions could increase or decrease the recognised net defined benefit liability in future periods.

e. Provision for workers compensation

The provision for workers compensation of \$24,115,000 (2023: \$20,877,000) represents workers compensation premiums for a LPR insurance scheme. The Group's participation in a LPR insurance scheme for workers compensation involves the use of estimates as discussed in note 2(c).

f. Restructuring provision

In 2024, the Board approved a restructuring plan for the Business Development team, reducing Customer Engagement Manager roles and restructuring Customer Service Officer roles. The \$368,000 provision will be utilised during 2025.

g. Make good provision

The Group is required to restore leased premises to their original condition at the end

of the respective lease terms. A provision has been recognised for the present value of the estimated expenditure required to remove any leasehold improvements. These costs have been capitalised as part of the cost of leasehold improvements and are amortised over the shorter of the lease term and the useful life of the assets.

h. Movement of provisions

Movements in each class of provision during the financial year are set out below:

	Defined pension benefits \$'000	Provision for workers compensation \$'000	Restructuring costs \$'000	Make good provision \$'000	Total \$'000
2024					
Carrying amount at start of year	298	20,877	-	2,602	23,777
Charged/(credited) to profit or loss					
Additional provisions recognised	-	11,059	368	-	11,427
Amounts used during the year	(317)	(7,821)	-	(175)	(8,313)
Carrying amount at end of year	(19)	24,115	368	2,427	26,891

18. Contract liabilities

	2024 \$'000	2023 \$'000
Unexpended government funding	6,568	5,041

Unexpended government funding represents government funds that have been received where the delivery of services in accordance

with the funding agreements have not been delivered or are not scheduled to be delivered until the next financial year.

19. Other reserves and retained surplus

a. Other reserves

The following table shows a breakdown of the consolidated statement of financial position line item 'other reserves' and the movements in these reserves during the year. A description of the nature and purpose of each reserve is provided below the table.

	2024 \$'000	2023 \$'000
Revaluation surplus - property, plant and equipment	13,307	5,810
Defined benefit liability fair value reserve	5,508	5,387
FVOCI reserve	690	690
Total	19,505	11,887

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets.

The defined benefit liability fair value reserve is used to record movements in fair values of defined benefits liability.

The financial assets at FVOCI reserve is used to record movements in fair values of financial

assets classified as FVOCI. From 1 July 2021, the Group has elected to reclassify its investment in fixed interest investment and equity securities as financial assets at FVPL due to changes in business operations. Movements in fair values of financial assets is recognised in profit or loss.

	2024 \$'000	2023 \$'000
Movements		
Revaluation surplus - Property, plant and equipment		
Opening balance	5,810	5,810
Increase in valuation of freehold land and buildings held at valuation	7,497	-
Closing balance	13,307	5,810
Defined benefit liability fair value reserve		
Opening balance	5,387	4,982
Remeasurements of defined benefit liability	121	405
Closing balance	5,508	5,387
FVOCI reserve		
Opening balance	690	690
Closing balance	690	690

b. Retained surplus

Movements in retained surplus were as follows:

	2024 \$'000	2023 \$'000
Balance 1 July	92,004	99,671
Net loss for the year	(15,058)	(7,667)
Balance 30 June	76,946	92,004

20. Cash flow information

a. Non-cash investing and financing activities

Non-cash investing and financing activities disclosed in other notes are:

	2024 \$'000	2023 \$'000
Overdraft facility	4,000	4,000
Amounts utilised	-	-
Unused credit facility	4,000	4,000
Corporate card facility	600	600
Amount utilised	(380)	(380)
Unused credit facility	220	220

The corporate card facility is secured by a term deposit.

c. Contingent liability arrangements with banks

	2024 \$'000	2023 \$'000
Contingent liability facility	500	500
Amount utilised	(352)	(355)
Unused liability facility	148	145

• Acquisition of right-of-use assets (Note 14(a))

b. Credit standby arrangements with banks

21. Remuneration of auditors

During the year the following fees were paid or payable for services provided by the auditor of the parent entity, Aruma Services Limited:

	2024 \$	2023 \$
PricewaterhouseCoopers Australia		
Audit and other assurance services		
Audit and review of financial statements	287,000	288,600
Other services		
Consulting services	-	125,240
Other services	15,660	15,660
Total remuneration for PricewaterhouseCoopers Australia	302,660	429,500

22. Related party transactions

a. Subsidiaries

Interests in subsidiaries are set out in Note 23.

b. Transactions with key management personnel of the entity or its parent and their personally related entities

Compensation received by key management personnel of the Group.

	2024 \$	2023 \$
Compensation received by key management personnel of the Group		
Short-term employee benefits	3,047,484	2,442,971
Post-employment benefits	164,394	166,733
Other long-term benefits	62,456	(140,335)
Termination benefits	-	302,074
Total	3,274,334	2,771,443

The remuneration figures above reflect the benefits applicable to the non-executive directors and senior executive team. The senior executive team consists of the most senior management roles, of which there were 7 senior management roles during the year, and 7 as at 30 June 2024 (2023: 6), including the

CEO. There were 9 non-executive directors of the Company who received a remuneration in 2024, and were all unpaid volunteers in 2023.

Other than remuneration disclosed above, there were no transactions with key management personnel (including directors,

close family members of key management personnel or entities controlled by key management personnel or close family members) during the year ended 30 June 2024 (2023: \$nil).

There were no loans to key management personnel (including directors, close family members of key management personnel

or entities controlled by key management personnel or close family members) during the year ended 30 June 2024 (2023: \$nil).

c. Transactions with other related parties

There were no transactions with related parties during the year.

23. Interests in other entities

The Group's principal subsidiaries at 30 June 2023 are set out below. Unless otherwise stated,

they have share capital consisting solely of ordinary shares that are held directly by the Group, and the proportion of ownership interests held equals the voting rights held by the Group. The country of incorporation or registration is also their principal place of business.

Name of entity	Principal activities	Place of business/ country of incorporation	Ownership interest held by the Group	
			2024 %	2023 %
Aruma Services NSW Limited	Provision of disability services	Australia	100	100
Victorian Person Centred Services Limited	Provision of disability services	Australia	100	100
Aruma Foundation Limited	Provision of disability services	Australia	100	100
Aruma Services Victoria Limited	Provision of disability services	Australia	100	100

24. Contingent liabilities

Other than the matter noted in note 20(c), the Group has no other material contingent liabilities.

25. Fundraising appeals conducted during the year

The Group has authority to raise funds under the provisions of section 16 of the NSW Charitable Fundraising Act 1991. That authority (CFN 13051) remains in force until 11 November 2025.

The Group also has authority to raise funds under the provisions of the Victorian Fundraising Act 1998. That authority FR0015060 expired on 28 November 2021.

The Charitable Fundraising Act 1991 and associated regulations prescribe the manner in which fundraising appeals are conducted and reported in NSW. The disclosures below are in accordance with Authority Condition 7, which is issued to the Group under section 19 of the Act.

Fundraising appeals conducted during the financial year included email appeals, and community fundraising activities (including miscellaneous community fundraisers and corporate donations).

The Group also operates regular giving and a gift-in-wills program.

	2024 \$'000	2023 \$'000
Results of Fundraising Appeals - Net Profit		
Gross proceeds from fundraising appeals	912	1,992
Less: Direct costs of fundraising appeals	(45)	(264)
Total	867	1,728

	2024	2023
Comparative Percentages		
Direct costs of fundraising appeals / Gross proceeds from fundraising appeals (%)	4.9%	13.2%
Net profit obtained from fundraising appeals / Gross proceeds from fundraising appeals (%)	95.1%	86.8%

Cost of fundraising

Only direct costs of fundraising, as required under the Act and associated guidance, have been deducted from gross proceeds to determine the net profit from fundraising appeals.

The Group operates in accordance with the Australian Charities and Not-for-profits Commission (ACNC) Governance Standards, the Fundraising Institute of Australia (FIA) Code of Practice, and the Charitable Fundraising Act 1991.

26. Events occurring after the reporting period

No matter or circumstance has occurred subsequent to year end that has significantly affected, or may significantly affect, the operations of the Group, the results of those

operations or the state of affairs of the Group or economic entity in subsequent financial years.

Directors' declaration

In the Directors' opinion:

- a. The financial statements and notes set out on pages 60 to 99 are in accordance with the Australian Charities and Not-For-Profits Commission Act 2012, including:
 - i. Complying with Accounting Standards, the Corporations Regulations 2001 and other mandatory professional reporting requirements, and
 - ii. Giving a true and fair view of the consolidated entity's financial position as at 30 June 2024 and of its performance for the financial year ended on that date, and
- b. There are reasonable grounds to believe that the Group will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulations 2022.



Candice Charles
Chair Director

Sydney
28 October 2024

Declaration by CEO in respect of Fundraising Appeals

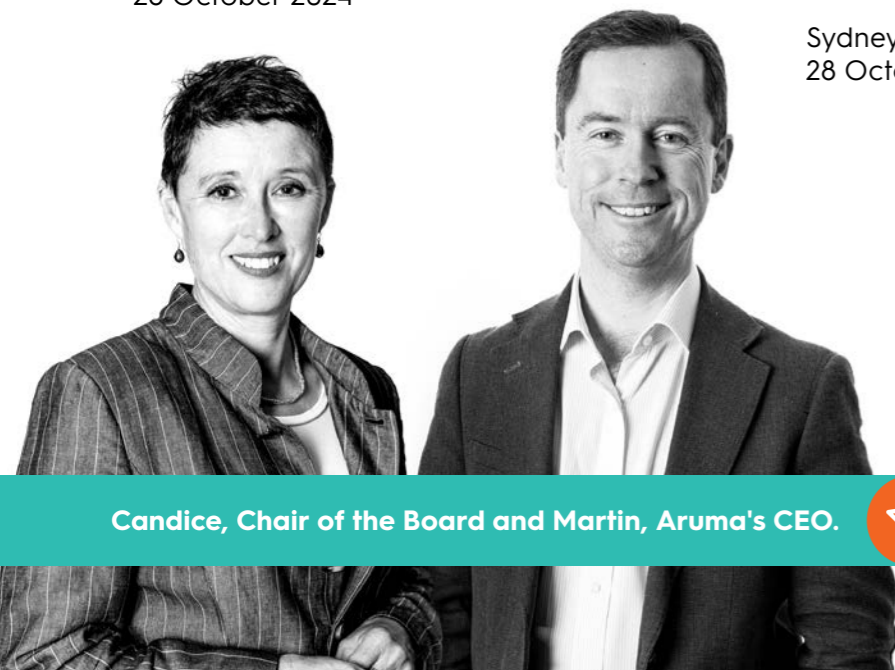
I, Dr Martin Lavery CEO of Aruma Services Limited (the "Company"), declare in my opinion:

- a. The consolidated statement of profit or loss and other comprehensive income and accompanying notes gives a true and fair view of all income and expenditure of the Group with respect to fundraising appeal activities for the financial year ended 30 June 2024;
- b. The consolidated statement of financial position gives a true and fair view of the state of affairs with respect to fundraising appeal activities as at 30 June 2024;
- c. The provisions of the Charitable Fundraising Act 1991 and the regulations under that Act and the conditions attached to the Company's authority have been complied with during the year ended 30 June 2024; and
- a. The internal controls exercised by the Group are appropriate and effective in accounting for all income received.



Dr Martin Lavery
CEO

Sydney
28 October 2024



Candice, Chair of the Board and Martin, Aruma's CEO.



Independent auditor's report

To the members of Aruma Services Limited

Our opinion

In our opinion:

The accompanying financial report of Aruma Services Limited (the Company) and its controlled entities (together the Group) is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012*, including:

- (a) giving a true and fair view of the Group's financial position as at 30 June 2024 and of its financial performance for the year then ended
- (b) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

What we have audited

The financial report comprises:

- the consolidated statement of financial position as at 30 June 2024
- the consolidated statement of changes in equity for the year then ended
- the consolidated statement of cash flows for the year then ended
- the consolidated statement of profit or loss and other comprehensive income for the year then ended
- the notes to the consolidated financial statements, including material accounting policy information and other explanatory information
- the directors' declaration.

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

Independence

We are independent of the Group in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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.

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Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report for the year ended 30 June 2024, 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 through our opinion on the financial report.

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 on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the financial report

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

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

Auditor's responsibilities for the audit of the financial report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar3.pdf. This description forms part of our auditor's report.



Report on the Requirements of the Charitable Fundraising Act 1991 and the Charitable Fundraising Regulation 2021

We have audited the financial report of Aruma Services Limited as required by Section 24 of the Charitable Fundraising Act 1991. The directors of the Company are responsible for the preparation and presentation of the financial report in accordance with the Charitable Fundraising Act 1991 and the Charitable Fundraising Regulation 2021. Our responsibility is to express an opinion on the financial report based on our audit.

In our opinion:

- a) The financial report and associated records have been properly kept, during the financial year ended 30 June 2024, in accordance with Sections 20 (1) and 22 (1-2) of the Charitable Fundraising Act 1991 and sections 14(2) and 11 of the Charitable Fundraising Regulation 2021.
- b) Money received as a result of fundraising appeals conducted during the financial year ended 30 June 2024 has been properly accounted for and applied in accordance with the above-mentioned Act and Regulation.

PricewaterhouseCoopers

PricewaterhouseCoopers

EPenny

Eliza Penny
Partner

Sydney
28 October 2024

here's to
another
year,
with you.

arUma.