

Helping Hand Annual Report 2013–2014



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Message from the Chairman and CEO

The aged care sector is currently undergoing a substantial period of change which will present significant opportunities and challenges for providers over the coming years. While the changes are challenging, we believe they will lead to a more sustainable aged care system and more choice for our clients in the long run.

The Federal Government's aged care reforms began to take effect this year as CDC principles became a reality throughout the home care sector. Under the Living Longer Living Better reforms changes were also made to the classification of Home Care Packages to a more simplified approach.

Helping Hand received new grants, valued at \$820,000 per annum, for our community services. Provided under the Commonwealth Government's HACC (Home and Community Care) program, these new funds will allow us to grow existing services in the north west country, north west metro and south east metro regions.

Our Country Community Care Division received funding to deliver the Assistance with Care and Housing for the Aged (ACHA) program linking financially disadvantaged older people, who are homeless or at risk of becoming homeless, to the most appropriate range of housing and care services.

Capital works included the redevelopment of Doreen Bond House at our North Adelaide residential care home at a cost of \$10 million.

We have also continued to strengthen our partnerships with the university and vocational training sectors and other aged providers through participation in the Commonwealth-supported TRACS (Teaching and Research Aged Care Services) project focused on developing quality and sustainable student placement models in residential aged care.

In 2013 Helping Hand's Consumer and Carer Reference Group met for the first time. Members represent residential and community services users from both metropolitan and country areas

to provide advice on topics and issues relating to Helping Hand. One of our first collaborations was for a new approach to the resident and carer satisfaction survey. Known as 'Turn Up Your Voice,' the survey empowered our residents to give open and honest feedback and the excellent response rate has enabled us to drive improvement.

To ensure we are best placed to meet the care needs of our clients today and into the future, we have completed a major IT system project to improve our business systems to increase efficiency and now have a fully integrated approach to client care. E-learning has also been successfully implemented to build the capacity of employees across our residential and community services.

As we move towards the new financial year, our focus is on business growth in a more open market accessing aged care services. Helping Hand must position itself as a leader in the sector and leverage from the high standards of service delivery and excellence that we offer each day to our clients.

We thank our partners, residents, clients and their families, staff and volunteers for their continued support. We are passionate and committed about providing care and improving the quality of life of older people.



David Filby
Chairman, Helping Hand



Ian Hardy AM
Chief Executive Officer, Helping Hand

Our Mission

To provide an innovative and broad range of residential and community based services to older people, which enable them to have the best feasible quality of life.

We will assist older people to achieve:

- / Independence and wellness
- / Dignity of living
- / Optimum feasible quality of life
- / Choice of services

Helping Hand's mission and objectives reflect our commitment to choice for older people. We support choice by providing a broad range of innovative services to meet the needs of individuals within the community.

We believe that excellence in care means adapting the way we deliver our services, as much as we can, to suit the needs of the individual. We continue to expand our services and facilities so that clients can choose to remain in their own home or join us in our home environment.

We acknowledge the important role that families, carers and friends play in the care of older people. For this reason we are committed to being as inclusive as possible in decision making and planning for care.



Our Principles of Care

The Helping Hand Principles of Care underpin everything we do and form the foundation of how we provide our services to meet the needs of our clients.

Our Principles recognise and reflect the diversity of our business as well as the changing nature of our services and workforce.

Choice and flexibility

- / We are committed to older people choosing what care they receive and how it is delivered.

Independence and contribution

- / We believe in older people having a sense of purpose and contribution, wherever they choose to live.

Our people

- / We believe our workforce is the valuable foundation of excellence in service delivery.
- / We believe volunteers are a valuable resource and enhance the work we do.

Relationships and collaboration

- / Consumer participation will be fundamental to service development and delivery, including collaboration with other aged care stakeholders and non-traditional partners.

Growth and innovation

- / We will explore opportunities to provide new services in new ways to older people.

Quality and excellence

- / Our operations and service delivery will reflect best practice in the industry based on research and other available evidence.

Sustainability

- / We will ensure long term sustainability and viability by making the best use of our funds while meeting our contractual obligations.
- / We will strive to achieve a positive environmental impact.



Introducing Renee Struthers, Community Care Worker

"Many of my clients have spent their lives working hard so they can own their own home to enjoy in retirement, and so they prefer to stay at home. My role involves a variety of tasks including cleaning, personal care, transportation, shopping and sometimes just moral support.

I really enjoy making a difference in people's lives. I work with one lady who was initially unable to dress herself after a shoulder injury. I encouraged her to work hard at her exercises and to stretch just a little more each day. It's the encouragement that people need. She can now dress herself again and is happily living in her own home.

Sometimes I am the only social support they have. I have all the time in the world for my clients and love chatting with them, developing a rapport, learning from them at times and above all helping them stay in their homes and enrich their lives."

Our Goals and Aspirations

Best time I can have

We will:

- / Work with consumers to identify key areas for action, including the internal environment and connections with community, which will enrich their lives and connect them to those intangible elements which add meaning to their lives.
- / Support consumers to have choices and control over the way they live.
- / Build a workforce which understands and supports 'the best time' for each consumer.

Flexibility and responsiveness

We will:

- / Have business operations which can respond quickly to change.
- / Grow our existing systems and practices to predict rather than react.
- / Make decisions which are informed and timely.
- / Establish best practice models around emerging priority areas and groups.

Listening and responding

We will:

- / Facilitate environments and situations where people can feel free to tell us what they want and what they think.
- / Find ways to hear the most vulnerable voices.
- / Respond to what we hear and act together to improve what we do.
- / Let our community know our progress and results.

New ways of resourcing innovation

We will:

- / Expand the opportunities we have to provide services to our community.
- / Seek diversified income from different/new sources.
- / Explore products and expertise which we can commercialise.
- / Establish business processes to capture, develop and protect our good ideas and good services.

Staff and volunteers for the future

We will:

- / Research the needs and aspirations of the current and future workforce.
- / Design staffing models which match our service principles and consumer need.
- / Invest in targeted strategies for both a rural and emerging migrant workforce.
- / Design a contemporary volunteer model which best matches the expectations and motivations of volunteers with the needs of the organisation.
- / Provide transitional experiences for students into employment.

Using technology

We will:

- / Build on our current achievements to ensure robust business systems and environments.
- / Build workforce capacity to engage and utilise technology.
- / Investigate new technologies to enhance consumers' lifestyle and environment.



Working in Residential Services

"I find this job very rewarding. When the residents put their arms around me, give me a hug and say thanks, I love it. I feel like a good person when I go home at night.

As a carer, I help with aspects of the resident's lives such as showering and dressing them. I help people into their wheelchairs and take them to meals. I monitor residents who are falls risks and generally make sure I'm around to keep them safe, clean and happy.

Many residents don't have family or they only have a few visitors, so glimpses into the 'outside world' are most appreciated. Recently I was a Matron of Honour at a friend's wedding and so I brought in my bridesmaid dress and flowers to show them. They loved it! They were touching the fabric and eagerly devoured all the details,

many with tears of joy in their eyes. It's the little things that make their day and we all share with them what we do in our lives.

Helping Hand is a great support in my work. They listen to what we say and act on it. Any safety issues that are raised by us, are fixed straight away. They give us training in areas such as dementia and palliative care. These areas are often changing, so it's important to keep up with the rules and regulations.

The residents rely on us and we feel like a second family to them. They love us being around and we have a great rapport with them. Apart from keeping them safe, my favourite part is just making them laugh and smile!"

Yvonne Tyson, Care Worker Parafield Gardens

Our Board



Dr David Filby PSM – Chair

/ Appointed chair 2010
/ Appointed member 2007
/ Finance and Property
sub-committee



Ian Hardy AM – CEO

/ Appointed 1991



Chris Stewart

/ Member since 2009
/ Finance and Property
sub-committee



Dr Craig Whitehead

/ Member since 2008
/ Client Care sub-committee



Ellen Kerrins

/ Appointed member 2005
/ Community Relations
sub-committee chair



Reverend Gayle McClimont

/ Member since 2002
/ Coordinating Chaplain



Rosalie Pace

/ Member since 2014
/ Client Care sub-committee
and Board



Sylvia Caricasole

/ Member since 2014
/ Finance and Property
Committee

Our Executive Team

Members of the Executive Management Team in 2013–2014 were:

/ **Ian Hardy**

Chief Executive Officer

/ **Adrian Ware**

Chief Financial Officer

/ **Angela Littleford**

General Manager
Metro Division

/ **Julie Goods**

Manager Corporate
Support Services

/ **Meg Phythian**

Director Care Governance

/ **Megan Corlis**

Director Research
and Development

/ **Susan Emerson**

Director Care Environments
and Service Strategy

/ **Syd Farrell**

General Manager
Country Division

Living in a retirement home



"I've lived here nearly 12 years now and I love living here.

One of the benefits of living in an Independent Living unit is the freedom to come and go as you please. I have spent all my life living in North Adelaide and it is a fabulous location. I used to volunteer here in the library and the canteen and that was an excellent experience.

I tended my own garden for as long as I could, however now I have given that responsibility to Helping Hand. I do enjoy not having to look after my own large home anymore and the Helping Hand maintenance team is excellent. Just this morning my roller door wouldn't go up or down and the maintenance man came straight away and attended to it. We are very fortunate to have him.

The transition of moving from my old home to this one was a big thing, but Helping Hand helped make it very easy. If I had to move to residential care, I would definitely look at moving into the Helping Hand establishment across the road and continue living in the lovely North Adelaide."

North Adelaide resident

Our Services

Helping Hand is committed to providing innovative solutions that maintain people's wellbeing and independence. We believe that choice of service, independence and dignity are the right of all older Australians and essential in meeting the challenges of the future.

Established in 1953, Helping Hand is a South Australian, not-for-profit, Uniting Church affiliated organisation.

We are recognised as one of the most progressive aged care service providers in Australia, providing a diverse range of community and residential services.

We provide home care services, residential care homes, independent living units, and supported residential facilities to over 7,000 clients in metropolitan and regional South Australia. Our various divisions, including Corporate Support Services, are supported by more than 1,300 staff and 400 volunteers.

Health and community services

Community Care Packages are available for low, medium and high care needs. Services include:

- / long and short term support services for older South Australians who choose to remain at home
- / mental health support
- / social and emotional support services
- / rehabilitation
- / physical therapy services
- / respite
- / hospital to home transition care
- / support groups
- / culturally specific services
- / top up services
- / cooking, cleaning, personal care services





Introducing Clinton Ulstrup, Community Services client

"I experienced a severe stroke six months ago and after coming home from hospital, I wasn't prepared for the boredom and loneliness.

I had previously run a successful tree removal business, and had been active and busy. The shock of suddenly not being able to write, use a computer, or even dress myself or cut up my food, was almost unbearable.

Going to the men's group for a few hours each Tuesday and Wednesday has given my life purpose and also my wife a break from caring and worrying. The men's group really gives me structure and something to look forward to.

Time at the group is spent chatting, having a meal, playing cards and socialising. I have lost concentration from the stroke, so I volunteer to be the card counter and look forward to Tuesdays as my "concentration session".

Through the men's group I have begun to accept that I sometimes need help with things like dining without embarrassment. It has made me more sensitive to other people's needs. Amongst the light-hearted banter there are often discussions about more serious issues such as loneliness.

I have learnt that a stroke is not the end of your life, but the beginning of an adaptive one."



Introducing Marta Skibicki, Helping Hand's Senior Physiotherapist

"Prevention is the key to prolonging independence and increasing quality of life.

Programs such as 'Falls and Balance' focus on postural control and strength which help prevent falls, whilst physiotherapy treatments such as pain management, exercises, classes and rehabilitation all help to keep people mobile and doing the activities they love.

We recently had a client attend our 'Falls and Balance' group at North Adelaide who wanted to realise his dream of travelling overseas. Each client is initially assessed against industry standard outcome measures to give a physical mobility score. This particular client had a history of MS, was low in confidence and balance and had a great fear of falling. His balance score was 13/50. After spending an hour a week for 12 weeks, doing strengthening and balance exercises and extending his cardiovascular ability, his score increased to an amazing 43/50. At this point he was catching public transport instead of a taxi (or relying on people to drive him), and was able to visit shops and walk with confidence around his local area. He became more independent at home, could enjoy life more and most of all, could realise his travel dream."

Residential care

Helping Hand owns eight fully accredited residential care homes providing high quality care, respite and secure dementia specific services.

Locations include:

- / Clare
- / Ingle Farm
- / Jamestown
- / Mawson Lakes
- / North Adelaide
- / Northgate
- / Parafield Gardens
- / Port Pirie

We are recognised as one of the most progressive aged care service providers in Australia, providing a diverse range of community and residential services



Introducing Brenda Owen and Raymond Cox, Ingle Farm residents

"My motto is to keep smiling and that makes people look and feel younger. I'm often complimented on my hair and at 93 years old I love people noticing my hair being healthy and shiny. Recently I've also been told how well I look and even that I'm putting on weight. I attribute that to the delicious meals here. I'm happy and content and now call Helping Hand Ingle Farm my home.

Having lived an active and varied life, including time in the airforce, work as a teacher, netball coach and even a football umpire, I needed time to adjust to my new residence, but now it feels like home. I find it a big relief to not have to worry my daughter who would look after me after a few falls and I was thrilled recently when both my daughters went on overseas trips and remarked that they felt so happy that I was being looked after while they were away. They could relax knowing I was in good hands and that means the world to me.

I'm an avid reader and have devoured the library here. I'm constantly being absorbed in stories. I think, "When you're in the middle of a story, why would you want to do anything else?"

I've recently developed pain in my shoulders from reading so much. It was much easier when my husband was alive; I would read in bed and would prop up the book against his side while he slept! Since sadly he is no longer available to act as a book brace, luckily there are skilled physiotherapists at Helping Hand who are treating me so I can keep enjoying my hobby."

Brenda Owen



"I have spent most of my life living in the country and initially felt very wary at the idea of moving into residential care.

I wasn't sure how I'd cope after being involved in a wide range of community and environmental groups and also was concerned about being separated from my wife of 63 years who still lives at our family home.

From the moment I took a tour of the facilities my tension started to dissipate. I was greeted so warmly, they have a happy knack of making you feel at home.

I always encourage residents to be involved in the activities. No-one should be bored here as there are many activities on offer, such as bingo, carpet bowls, dominoes, sing songs and special get-togethers like Christmas in July.

I am working with staff to develop a herb garden and to plan a Men's Shed, which will include wine tasting, jigsaw competitions and much more. In a very short time I already feel like part of the family."

Raymond Cox

Retirement living

Helping Hand's Retirement Living Units are located across Adelaide and South Australia. Available in one, two or three-bedroom units, they provide independence and privacy.

Locations include:

- / Belair
- / Clare
- / Jamestown
- / North Adelaide
- / Port Pirie
- / Prospect

We believe that excellence in care means adapting the way we deliver our services to suit the needs of the individual



Volunteering at Helping Hand and Respite Services

"I wanted to do something positive with my life and so became a volunteer at Helping Hand 12 years ago.

Through this experience, I learnt about all the services and facilities available at Helping Hand and so when it transpired that my husband, Michael, needed respite care, I knew just where to turn.

Michael visits twice yearly for about two and a half weeks at a time which offers me a chance to recharge my batteries. It has also allowed me to visit my sisters in Victoria and just catch up with friends and relatives. Knowing he is well looked after is a great relief to me.

From my volunteer work, I know firsthand that he is well fed and well looked after. He is really happy there."

Helen Carmody, Volunteer



"Every Tuesday I travel by Access Cab to Ingle Farm to partake in Helping Hand's exercise classes. I have chronic airways disease, bad arthritis and several other health issues, all of which are improved or symptoms alleviated by these activities. I find I have more energy, flexibility and movement when doing everyday tasks. This has also enabled me to look after and enjoy my beloved cat.

I have recently admitted my husband to a residential care home and keep the loneliness at bay by assisting Helping Hand to run events, such as movie outings, lunches and a delicious high tea. The next event on my agenda is a lunch dance. I have to be careful, but I'm doing fine and making the best of what I've got.

Helping Hand also offers me help with cleaning and takes me shopping. When my husband was at home, they also helped with his respite care and aspects of his everyday activities, such as taking him to the Guide Dogs (as he is blind)."

Christine Gay, Community Respite Client

Financial Statements

Statement of profit or loss and other comprehensive income

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$'000	\$'000
OPERATING INCOME		
Government subsidies	40,711	40,526
Client fees	13,982	12,693
Grants	8,174	7,780
Interest and dividends received	298	315
Non operating income	6,640	6,586
Other income	4,666	5,699
Total operating income	74,471	73,599
OPERATING EXPENDITURE		
Employee expenses	58,184	57,785
Finance costs	688	865
Administration expenses	1,796	1,895
Depreciation and amortisation	4,760	4,147
Repairs and maintenance	1,382	1,430
Other expenses	10,179	9,197
Total operating expenditure	76,990	75,319
Share of net profit from investment accounted for using the equity method	-	607
Net surplus/(deficit) from operations	(2,518)	(1,113)
Other comprehensive income		
Items that will not be reclassified subsequently to Profit and Loss		
Revaluation of land and buildings	58,073	-
Total comprehensive income for the year	55,555	(1,113)

Statement of financial position

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$'000	\$'000
CURRENT ASSETS		
Cash and cash equivalents	3,332	4,164
Trade and other receivables	1,125	1,589
Accommodation bonds	7,750	6,792
Inventories	25	27
Prepayments	138	175
	12,370	12,747
NON-CURRENT ASSETS		
Financial assets	2,155	3,057
Property, plant and equipment	171,106	111,669
Resident funded unit licences	16,317	14,941
Investments accounted for using the equity method	807	807
	190,385	130,474
TOTAL ASSETS	202,755	143,221
CURRENT LIABILITIES		
Trade and other payables	8,456	5,045
Accommodation bonds	16,641	13,691
Provisions	5,805	6,338
Financial liabilities	690	19,683
	31,592	44,757
NON-CURRENT LIABILITIES		
Resident funded unit liabilities	11,648	10,283
Entry contribution	144	215
Accommodation bonds	58,998	48,540
Provisions	1,119	835
Financial liabilities	5,108	-
	77,017	59,873
TOTAL LIABILITIES	108,609	104,630
NET ASSETS	94,146	38,591
EQUITY		
Accumulated funds	19,274	21,792
Asset revaluation reserve	58,781	708
Trust and ID funds	2,440	2,440
Capital grants reserve	13,651	13,651
TOTAL EQUITY	94,146	38,591

Statement of changes in equity

FOR THE YEAR ENDED 30 JUNE 2014

	Accumulated funds	Reserve			Total
		Asset revaluation	Trust and ID funds	Capital grants reserve	
	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 30 June 2012	22,905	708	2,440	13,651	39,704
(Loss)/Surplus for the year	(1,113)	-	-	-	(1,113)
Other Comprehensive Income	-	-	-	-	-
Total Comprehensive Income for the year	(1,113)	-	-	-	(1,113)
Balance at 30 June 2013	21,792	708	2,440	13,651	38,591
(Loss)/Surplus for the year	(2,518)	-	-	-	(2,518)
Other Comprehensive Income	-	58,073	-	-	58,073
Total Comprehensive Income for the year	(2,518)	58,073	-	-	55,555
Balance at 30 June 2014	19,274	58,781	2,440	13,651	94,146

Statement of cash flows

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$'000	\$'000
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from operating activities	73,005	71,547
Interest and dividends received	303	332
Bequests, donations and fundraising	132	138
Payments to suppliers	(68,811)	(70,627)
Interest paid	(688)	(865)
Net cash provided by/(used in) operating activities	3,941	525
CASH FLOW FROM INVESTING ACTIVITIES		
Net payments for purchases of property, plant and equipment	(7,321)	(12,703)
Proceeds from sale of property, plant and equipment	698	251
Proceeds from sale of shares	1,276	625
Payments for purchase of shares	(159)	(351)
Net cash (used in)/provided by investing activities	(5,506)	(12,178)
CASH FLOW FROM FINANCING ACTIVITIES		
Increase/(decrease) in bonds	13,252	14,059
Increase/(decrease) in RFU licenses and liabilities	1,366	729
Payments for borrowings	(13,885)	(2,771)
Net cash provided by/(used in) financing activities	733	12,017
NET INCREASE/(DECREASE) IN CASH HELD	(832)	364
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE YEAR	4,164	3,800
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	3,332	4,164

Auditor's Report



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HELPING HAND AGED CARE INC

We have audited the accompanying financial report of Helping Hand Aged Care Inc (the "Association"), which comprises the statement of financial position as at 30 June 2014, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information to the financial report and the statement by the Board of Directors.

Responsibility of the Board of Directors for the financial report

The Board of Directors of the Association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and Associations Incorporation Act 1985 (SA). This responsibility includes such internal controls as the Board of Directors determine are necessary to enable the preparation of the financial report to be free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards which require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

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In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the applicable independence requirements of the Accounting Professional and Ethical Standards Board and the Australian Charities and Not-for-profits Commission Act 2012.

Auditor's Opinion

In our opinion,

- a the financial report of Helping Hand Aged Care Inc,
 - i presents fairly, in all material respects, the Association's financial position as at 30 June 2014 and of its performance and cash flows for the year then ended ; and
 - ii complies with Australian Accounting Standards – Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profits Commission Regulation 2013.

Grant Thornton

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

S K Edwards
Partner – Audit & Assurance

Adelaide, 28 October 2014



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