A.Q.A. Victoria Limited
ABN 90 006 691 185

Annual report
30 June 2020

A.Q.A. VICTORIA LIMITED
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A.Q.A. VICTORIA LIMITED
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DIRECTORS' REPORT
30 JUNE 2020

The directors present their report, together with the financial statements, on A.Q.A. Victoria Limited (the Company) for the year ended 30 June 2020.

Directors

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

- Michelle O'Sullivan
- David Schreuder
- David Jacka
- Alexia Myrtle (prev. Archbold)
- Kylie Thitchener
- Joe Rose'Meyer
- Alasdair McMillan
- Gregory Schinck (retired March 2020)

Interest in Contracts or Proposed Contracts with the Company
No directors have received or have become entitled to receive, during or since the financial year, a benefit because of a contract made by the Company with the director, a firm in which the director is a member, or an entity in which the director has a substantial interest.

This statement excludes a benefit included in the aggregate number of emoluments received, or due and receivable, by directors as shown in the Company's financial accounts for the financial year or the fixed salary of a full-time employee of the Company.

Results
The surplus of the Company for the year amounted to $1,328,808 (2019: $680,862).

No deduction for income tax has been made, as the Company has been granted exemption from taxation as a charitable institution by virtue of Subdivision 50-A of Part 2-15 of the *Income Tax Assessment Act.*

Review of Operations
The company continued to engage in its principal activity, the results of which are disclosed in the attached financial statements.

Significant Changes in State of Affairs
There were no significant changes in the company's state of affairs that occurred during the financial year, other than those referred to elsewhere in this report.

Short-term and Long-term Objectives and Strategies
The company's focus on life after spinal cord injury (SCI) informs everything it does.
What drives the company is a vision that people affected by SCI have the opportunity to enjoy life.
The services and programs informed by this focus are then available to support all people who experience similar issues in their lives.

The company's objectives are to:
- Provide support and services to people who sustain SCI and similar physical disabilities;
- Motivate and assist those with SCI during their initial rehabilitation, their subsequent re-integration to the community and through the issues of life after SCI;
- Facilitate a sense of community among people with SCI by networking, sharing information and experiences in order to leverage the value of that lived experience to assist others; and
- Raise awareness and educate the community about living with SCI.

DIRECTORS' REPORT
30 JUNE 2020

Principal Activities

To carry out the company's strategies and to achieve its short-term and long-term objectives, the company engaged in the following principal activities during the year.

- The provision of assistance with daily living support services delivered to clients living with physical disabilities including SCI, in their home, workplace and community;
- The coordination of services and supports;
- The provision of Support Coordination services to assist clients achieve their goals;
- The provision of peer-facilitated supports and resources for people living with SCI and those who support them;
- Personal Capacity Building training and support to develop skills to achieve greater independence, confidence and control in life;
- The provision of peer-resourced information and community connection services to assist people access services and products; and
- Community development activities to connect individuals, organisations and communities to better understand and respond to life with SCI.

Strategic Priorities

- Prepare and build the company's existing services, systems and programs to a market environment;
- Engage the company's workforce to understand how their work can contribute to the opportunity for clients to enjoy life post-SCI;
- Explore opportunities to progress new services and programs that respond to the needs of our community.

Operational Objectives

Empower our clients

To enable people who have experienced a disabling life event to have hope and motivation for enjoyment of life, we will:

A. Build capacity in goal-setting and resilience after significant life change.

B. Improve capabilities and Develop processes to provide assurance that expected services will be delivered on time, in full.

C. Understand our clients' life journeys and offer them more options, choice and control about ways to transform their lives.

D. Build capacity processes to expand Peer Led services and activities.

E. Further strengthen quality and safety provisions, including policy framework, and ease of ability to monitor and manage incidents, provide feedback and have complaints actioned

Empower our People

To empower staff to be more impactful we will:

A. Develop our people to deliver exemplary customer service.

B. Develop leadership capabilities to support innovation, resilience and a growth mindset in our people.

C. Attract and retain quality people; staff, volunteers, advocates, supporters and partners.

D. Develop and deploy tools and processes that enhance connectivity, responsiveness and efficiency.

Operational Objectives (continued)

Build our resilience as a business
To build our resilience, we will:

A. Grow, develop and diversify our services an activities.

B. Build fit-for-purpose business systems to heighten efficiency, effectiveness and ease of use.

C. Apply digital capabilities to better understand our business, our clients and our people.

D. Develop a coherent and compelling brand which supports a story-telling, experience sharing approach across multiple channels.

E. Future-proof our financial base by maximising revenue sources and understand our cost base.

F. Enter strategic partnerships that align with our purpose and enhance access to services and activities of value to our community.

G. Further improve our organisational governance to both amplify and assure our quality, our service growth and our customers' and communities' satisfaction.

Key performance indicators
To help evaluate whether the company achieved its short-term and long-term objectives, the company measures, monitors and analyses performance by activity, efficiency and outcomes, including:

- **Assistance with daily living support services:** Delivered hours of support; Service reliability and Customer satisfaction; Identification and analysis of key cost drivers;
- **Peer Mentoring and Coaching:** Peer contacts; Completion of planned events and activities.
- **Information:** Production, distribution and evaluation of peer-resourced information, online engagement;
- **Personal Capacity Building** Delivered hours of support; Service reliability and Customer satisfaction;
- **Community Engagement:** Facilitation and evaluation of peer support networks; Completion and evaluation of planned events; Customer satisfaction feedback;
- **Recruitment:** Retention; Employee opinion and satisfaction.

A detailed report as to the company's progress against each of these priority areas is contained in the 2020 Annual Report.

After Balance Sheet Date Events

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

Likely Developments
The Company expects to maintain the present status and level of operations.

Environmental Regulation
The Company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

Information on Directors
Michelle O'Sullivan ***Social Work – BSW; Grd Dip Rehab Counselling – Grad Dip Rehab; Master App Science Innovation and Services Management – Mast App.Sc, ISM*.**
Joined the board in April 2013

Michelle has worked in Government, NFP and community health and has an interest in the role community has to play in terms of health management and engagement. Michelle also has a sound background in industrial relations from both the management and union perspectives. Michelle is experienced in not-for-profit governance, organisational development, employee management and State Government compliance. Michelle is currently Director of Organisational Transformation at MIND Australia. Michelle is Chairperson and the Convenor of A AQA's Governance Committee.

David Schreuder ***B.Sc/LLB (Victorian Legal Practising Certificate 2020)***
Joined the board in March 2014

David has extensive legal, regulatory and compliance experience across the private, public and not-for-profit sectors both in Australia and the United Kingdom. David is currently the Director of the Housing Registrar and responsible for the regulation of community housing providers in Victoria. David is Company Secretary and a Member of AQA's Quality & Risk Committee.

David Jacka ***OAM***
Joined the board in May 2017

David is experienced working in consultancy and government sectors across engineering, project management and governance disciplines and is currently an SCI Peer Support volunteer, motivational speaker and adventurer. Living with SCI since 1988, David has competed at the Paralympics in wheelchair rugby, flown solo around Australia and paddled the 2,226 km length of the Murray River in a kayak. David was awarded an Order of Australia Medal for his contribution to people with a disability through sport.

David is passionate about challenging community perceptions of what a person with a disability can achieve by doing things differently, through the design of innovative engineering solutions or engaging the support of people within the community to help achieve his adventures. David is a Member of AQA's Quality & Risk Committee

Alexia Archbold ***B.Nut.Diet (Monash), MBA (MBS)***
Joined the board in September 2017

Alexia is a Policy Advisor at a large Victorian public hospital and research organization. Alexia is experienced in working in the health, education and finance industries. Prior her current role, Alexia worked in health care for eight years in Australia and the UK. Alexia is a member of AQA's Strategy Committee.

Information on Directors (continued)

Kylie Thitchener BN, MHSM (Mon), MAICD
Joined the board in July 2019

Kylie is the Director of Quality and Patient Safety at the Peter MacCallum Cancer Centre. She works with Peter MacCallum stakeholders to implement strategies to reduce the frequency of preventable adverse events. Kylie is a health care professional who specialised in clinical governance and enterprise risk management in the acute health sector. With extensive experience in both the clinical and non-clinical environments including project management, quality improvement, leadership and management of teams.

Kylie strives to utilise teams to improve service delivery aimed at providing better health outcomes and experiences for patients. Kylie began as an emergency nurse before focusing on risk management. She holds a Masters in Health Services Management and has worked in hospitals in Australia and the United States. Kylie is Convenor of AQA's Quality & Risk Committee

Joe Rose'Meyer MBM / DipMA
Joined the Board in July 2019

Joe has a background in Sales, Marketing, Value Based Commercialisation and Strategy Development and Implementation. He has worked for large FMCG Retailers and Manufacturers including Coles Myer, SPC Ardmona & Coca Cola Amatil. He has been President of SMART Networking Group and is currently National Sales Manager with a food manufacturer. Joe holds a Masters of Business Management and a Diploma of Business Marketing. Joe is Convenor of AQA's Strategy Committee.

Alasdair McMillan MBA (Exec)
Joined in the Board in December 2019.

A large enterprise commercial leader and strategist with experience working across diverse industries including FMCG, Pharmaceutical, Marketing Data, IT, Venture Capital, Professional Consulting and SME.

Commercial whole of business awareness and an ability to provide strategic solutions. A recognized expert in marketing and pricing strategies that gives a win/win outcome for consumers, retailers and producers alike. Extensive experience as member of key management team in whole of enterprise strategy development and implementation.

Alasdair is Treasurer and Convenor of AQA's Finance & Audit Committee.

Greg Schinck B.Ec(Monash), MBA (AGSM)
Joined the board in March 2014. (Resigned as Director 16/3/20)

Greg has a background in Investment Banking, Economics and Business. He has served as Chair on the Ombudsman Victoria Audit & Risk Committee and joined the AQA Finance & Audit Committee in 2012, providing advice and guidance on finance reporting and audit programs. Greg also contributes to the Onemda Association where he is Chairman and Director. Onemda is an organisation that provides support options to adults with an Intellectual Disability. Greg was Treasurer and Convenor of AQA's Finance & Audit Committee. Greg is now a non-Director member of the Governance Committee.

Meetings of Directors

Directors	**Directors' meetings**		**Audit and Finance Committee meetings**		**Risk and Compliance Committee meetings**		**Development and Fundraising Committee meetings**	
	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend
Michelle O'Sullivan	7	7	-	-	-	-	-	-
David Schreuder	4	7	-	-	7	7	-	-
Alexia Archbold	6	7	-	-	-	-	2	2
Dave Jacka	7	7	-	-	6	6	-	-
Kylie Thitchener	7	7	-	-	7	7	-	-
Joe Rose'Meyer	5	6	-	-	-	-	2	2
Alasdair McMillan	4	4	3	3	-	-	-	-
Greg Schinck	6	6	4	4	-	-	-	-

Members' Guarantee
The Company is incorporated under the Australian Charities and Not-for-profits Commission (ACNC) and is a Company limited by guarantee. If the Company is wound up, the Constitution states that each member is required to contribute to a maximum of $100 each towards meeting any outstanding and obligations of the group. At 30 June 2020, the number of members was 158. The combined total amount that members of the Company are liable to contribute if the Company is wound up is $15,800.

Indemnification of Officers
The Company is classified as a State Government of Victoria funded Community Service Organisation. Due to this classification, A.Q.A Victoria Ltd are covered for Directors' and Officers' Liability and incorporating Entity Liability.

This coverage indemnifies Directors, Officers, and the Funded Organisation against loss arising out of any claim, by reason of any wrongful act committed, whilst acting in that capacity during the period of coverage.

Indemnification of Auditors
No indemnities have been given or insurance premiums paid, during or since the end of the year, for any person who is or has been an auditor of the Company.

Auditor's Independence Declaration
The auditor's independence declaration for the year ended 30 June 2020 has been received and can be found on page 8 of the financial report.

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30 JUNE 2020

Proceedings on Behalf of the Company
No person has applied for leave of Court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings.

Directors' Benefits
During or since the financial year, no Director of the Company has received or become entitled to receive a benefit, other than a benefit included in the aggregate amount of emoluments received or due and receivable by the directors shown in the accounts, by reason of a contract entered into by the Company or a body corporate that was related to the Company when the contract was made or when the directors received, or became entitled to receive, the benefit with:

- a director, or
- a firm of which a director is a member, or
- an entity in which a director has a substantial financial interest.

Signed on behalf of the board of directors

MICHELLE O'SULLIVAN
Director

ALASDAIR McMILLAN
Director

Dated this Fifth day of October 2020

RSM Australia Partners

Level 21, 55 Collins Street Melbourne VIC 3000
PO Box 248 Collins Street West VIC 8007

T +61 (0) 3 9286 8000
F +61 (0) 3 9286 8199

www.rsm.com.au

AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of A.Q.A. Victoria Limited for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

(i) the auditor independence requirements of Australian professional accounting bodies; and

(ii) any applicable code of professional conduct in relation to the audit.

RSM

RSM AUSTRALIA PARTNERS

M PARAMESWARAN
Partner

Dated: 5 October 2020
Melbourne, Victoria

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STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 $	2019 $
Revenue			
Service revenue	3	16,081,142	14,984,660
Donations		6,165	5,988
Fundraising		67,661	92,396
Others		144,631	89,565
Interest income		58,588	83,696
Gain on disposal of plant and equipment		5,200	-
Total revenue		16,363,387	15,256,305
Less: expenses			
Employee benefits expense		(14,083,152)	(13,757,861)
Consulting fees		(152,798)	(75,848)
Depreciation expense	3	(210,864)	(165,783)
Rental expense		(36,876)	(33,853)
Advertising expense		(7,049)	(18,515)
Other expenses	3	(456,661)	(406,017)
Interest expense		(87,179)	(89,721)
Loss on disposal of plant and equipment		-	(27,845)
Total expense		(15,034,579)	(14,575,443)
Surplus for the year		1,328,808	680,862
Other comprehensive income			
Items that may be reclassified subsequently to profit and loss			
Revaluation of land and buildings		-	-
Total comprehensive income		1,328,808	680,862

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

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STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2020

Assets	Note	2020 $	2019 $
Current assets			
Cash and cash equivalents	4	3,453,898	2,089,625
Financial assets	5	3,137,349	3,064,899
Trade and other receivables	6	1,224,618	1,315,630
Total current assets		7,815,865	6,470,154
Non-current assets			
Property, plant and equipment	9	3,236,450	3,221,395
Intangible assets	8	144,669	-
Right of use asset	7	1,345,992	1,450,146
Rental bond		47,672	47,672
Total non-current assets		4,774,783	4,719,213
Total assets		12,590,648	11,189,367
Liabilities			
Current liabilities			
Trade and other payables	10	685,737	555,344
Lease liability	13	61,211	47,056
Employee benefits	11	2,026,558	1,886,635
Contract liabilities	12	524,135	677,889
Total current liabilities		3,297,641	3,166,924
Non-current liabilities			
Lease liability	13	1,405,767	1,466,642
Employee benefits	10	31,282	28,651
Total non-current liabilities		1,437,049	1,495,293
Total liabilities		4,734,690	4,662,217
Net assets		7,855,958	6,527,150
Equity			
Reserves	14	1,763,173	1,363,173
Retained earnings		6,092,785	5,163,977
Total equity		7,855,958	6,527,150

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

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STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2020

	Reserves	Retained earnings	Total equity
	$	$	$
Balance as at 1 July 2018	**1,363,173**	**4,483,116**	**5,846,289**
Surplus for the year	-	680,862	680,862
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	**-**	**680,862**	**680,862**
Balance as at 30 June 2019	**1,363,173**	**5,163,978**	**6,527,150**
Balance as at 1 July 2019	**1,363,173**	**5,163,978**	**6,527,150**
Surplus for the year	-	1,328,808	1,328,808
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	**-**	**1,328,808**	**1,328,808**
Transfer from retained earnings to reserve	400,000	(400,000)	-
Balance as at 30 June 2020	**1,763,173**	**6,092,786**	**7,855,958**

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

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notes.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	$	$
Cash flow from operating activities		
Receipts from customers	16,372,499	15,167,740
Payments to suppliers and employees	(14,620,007)	(14,394,585)
	1,752,492	773,155
Donations and fundraising received	6,165	5,988
Interest paid	(87,179)	(89,721)
Interest received	73,201	87,602
Net cash provided by operating activities	1,744,679	777,024
Cash flow from investing activities		
Purchase of term deposits	(3,137,349)	(3,064,899)
Proceeds from maturity of term deposits	3,064,899	2,981,251
Acquisition of plant and equipment	(290,331)	(864,578)
Proceed from sale of plant and equipment	29,097	-
Net cash used in investing activities	(333,684)	(948,226)
Cash flow from financing activities		
Repayment of lease liabilities	(46,722)	(40,604)
Net cash used in financing activities	(46,722)	(40,604)
Reconciliation of cash		
Cash at beginning of the financial year	2,089,625	2,301,431
Net increase in cash held	1,364,273	(211,806)
Cash at end of financial year	3,453,898	2,089,625

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

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements of the Australian Accounting Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012* ("ACNC Act"). The financial statements are presented in Australian dollars, which is the Company's functional and presentation currency.

Critical accounting estimates
The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in Note 2.

The Company is a not-for-profit entity, limited by guarantee for financial reporting purposes under Australian Accounting Standards.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial statements were authorised for issue, in accordance with a resolution of directors, on date of signing. The directors have the power to amend and reissue the financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

(a) New and Revised Accounting Standards and Interpretations

The Company has adopted all the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

The company has adopted Accounting Standards AASB 16 'Leases' and AASB 1058 Income of Not-for-Profit entities for the year ended 30 June 2020.

AASB 15 Revenue from Contracts with Customers
The incorporated association has adopted AASB 15 from 1 July 2019. The standard provides a single comprehensive model for revenue recognition. The core principle of the standard is that an entity shall recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduced a new contract-based revenue recognition model with a measurement approach that is based on an allocation of the transaction price. This is described further in the accounting policies below. Credit risk is presented separately as an expense rather than adjusted against revenue. Contracts with customers are presented in an entity's statement of financial position as a contract liability, a contract asset, or a receivable, depending on the relationship between the entity's performance and the customer's payment. Customer acquisition costs and costs to fulfil a contract can, subject to certain criteria, be capitalised as an asset and amortised over the contract period

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(b) New and Revised Accounting Standards and Interpretations (continued)

AASB 1058 Income of Not-for-Profit Entities
The incorporated association has adopted AASB 1058 from 1 July 2019. The standard replaces AASB 1004 'Contributions' in respect to income recognition requirements for not-for-profit entities. The timing of income recognition under AASB 1058 is dependent upon whether the transaction gives rise to a liability or other performance obligation at the time of receipt. Income under the standard is recognised where: an asset is received in a transaction, such as by way of grant, bequest or donation; there has either been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and where the intention is to principally enable the entity to further its objectives. For transfers of financial assets to the entity which enable it to acquire or construct a recognisable non-financial asset, the entity must recognise a liability amounting to the excess of the fair value of the transfer received over any related amounts recognised. Related amounts recognised may relate to contributions by owners, AASB 15 revenue or contract liability recognised, lease liabilities in accordance with AASB 16, financial instruments in accordance with AASB 9, or provisions in accordance with AASB 137.

Impact of adoption
AASB 15 and AASB 1058 were adopted using the modified retrospective approach and as such comparatives have not been restated. There was no impact on opening retained profits as at 1 July 2019.

(c) Revenue

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Grants
Grant revenue is recognised in profit or loss when the company satisfies the performance obligations stated within the funding agreements. If conditions are attached to the grant which must be satisfied before the company is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Interest
Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(c) Revenue (continued)

Other revenue
Other revenue is recognised when it is received or when the right to receive payment is established.

(d) Income Tax
No provision for income tax has been raised as the Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(e) Current and Non-current Classification
Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realized or intended to be sold or consumed in the Company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realized within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the Company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

(f) Cash and Cash Equivalents
Cash and cash equivalents include cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

(g) Trade and Other Receivables
Trade and other receivables are recognised at amortized cost, less any allowance for expected credit losses.

(h) Property, Plant and Equipment
Each class of property, plant and equipment is carried at cost or revalued amounts less, where applicable, any accumulated depreciation and any accumulated impairment losses.

Property
Freehold land and buildings are measured at revalued amounts. Revalued amounts are fair market values based on appraisals prepared by external professional valuers once every three years or more frequently if market factors indicate a material change in fair value. 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.

Any revaluation surplus arising on revaluation is recognised in other comprehensive income and credited to the revaluation reserve in equity. To the extent that any revaluation decreases, or impairment loss has previously been recognised in profit or loss, a revaluation increase is credited to profit or loss with the remaining part of the increase recognised in other comprehensive income. Downward revaluations of land are recognised upon appraisal or impairment testing, with the decrease being charged to other comprehensive income to the extent of any revaluation surplus in equity relating to this asset and any remaining decrease recognised in profit or loss. Any revaluation surplus remaining in equity on disposal of the asset is transferred to retained earnings.

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(g) Property, Plant and Equipment (continued)

Plant and equipment
Plant and equipment are initially recognised at acquisition cost, including any costs directly attributable to bringing the assets to the location and condition necessary for it to be capable of operating in the manner intended by the Company. Subsequent to initial recognition, plant and equipment are measured at cost less depreciation and impairment losses.

Depreciation
The depreciable amount of property, plant and equipment (except Motor Vehicle) is depreciated on a straight-line basis over their estimated useful lives commencing from the time the asset is held ready for use. Motor Vehicle is depreciated on diminishing value basis over their estimated useful lives. Land is not being depreciated.

The depreciation rates used for each class of assets follow:

Class of fixed asset	Depreciation rate
Buildings at valuation	2.5%
Motor vehicles at cost	22.5-25%
Office equipment at cost	20-36%
Furniture, fixtures and fittings at cost	5-20%
Leasehold improvements	6.93%*

* Subject to the terms of the lease

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the Company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

(i) Impairment of non-financial assets
Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Recoverable amount is the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(j) Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the company expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The company has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

(k) Trade and Other Payables

Trade and other payables represent the liabilities for goods and services received by the Company during the reporting period that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(l) Intangible assets

Intangible assets acquired separately are initially recognised at cost. Finite life intangible assets are subsequently measured at cost less amortisation and any impairment. The gains or losses recognised in profit or loss arising from the derecognition of intangible assets are measured as the difference between net disposal proceeds and the carrying amount of the intangible asset. The method and useful lives of finite life intangible assets are reviewed annually. Changes in the expected pattern of consumption or useful life are accounted for prospectively by changing the amortisation method or period.

Software

Significant costs associated with software are deferred and amortised on a straight-line basis over the period of their expected benefit, being their finite life of 10 years.

(m) Lease liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the company's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(n) Employee Benefits

Short-term employee benefits
Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits
The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of the estimated future payments to be made in respect of those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields at the reporting date on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

From 1 July 2019, qualifying employees under the Long Service Benefits Portability Act 2018 (Vic) were transferred to a portable long service scheme. Applicable long service leave entitlements accrued since was treated as a payable and remitted directly to the Portable Long Service Benefits Authority, an independent statutory body established to administer the long service.

Defined contribution superannuation expense
Contributions are made by the Company to various nominated superannuation funds and are charged as an expense when incurred.

(o) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

(p) Contract liabilities

Contract liabilities represent the company's obligation to transfer goods or services to a customer and are recognised when a customer pays consideration, or when the company recognises a receivable to reflect its unconditional right to consideration (whichever is earlier) before the company has transferred the goods or services to the customer.

(q) Provisions

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

Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

NOTE 1: SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(r) Fair Value Measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which enough data are available to measure fair value, are used, maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs.

(s) Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

NOTE 2: CRITICAL ACCOUNTING JUDGMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Coronavirus (COVID-19) pandemic

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the company based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the company operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the company unfavourably as at the reporting date as a result of the Coronavirus (COVID-19) pandemic.

Lease term

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to the company’s operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The company reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

Incremental borrowing rate

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the consolidated entity estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the right-of-use asset, with similar terms, security and economic environment.

NOTE 2: CRITICAL ACCOUNTING JUDGMENTS, ESTIMATES AND ASSUMPTIONS (CONTINUED)

Revaluation of land and building
The Company carries its freehold land and building at revalued amount, with changes in fair value being recognised in other comprehensive income. These properties were valued by reference to market-based evidence, using comparable prices adjusted for specific market factors such as nature, location and condition of the property.

The key assumptions used to determine the fair value of the properties are provided in Note 9.

Estimation of useful lives of assets
The Company determines the estimated useful lives and related depreciation charges for its property, plant and equipment. The depreciation charge will increase where the useful lives are less than previously estimated lives.

Impairment of non-financial assets
The Company assesses impairment of non-financial assets at each reporting date by evaluating conditions specific to the Company and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate several key estimates and assumptions.

Employee benefits provision
As discussed in note 1, 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 promotion and inflation have been considered.

NOTE 3: REVENUE AND EXPENSES	**2020**	**2019**
Break down of Service Revenue	**$**	**$**
Government related services	15,597,540	13,746,903
Brokerage	483,602	1,237,757
	16,081,142	14,984,660
Break down of Other expenses follow:		
Supplies and other consumables	3,501	17,316
Outsourced services	10,440	30,506
Electricty and utilities	89,436	73,945
Others	353,284	284,250
	456,661	406,017
Depreciation		
Property, plants and equipments	106,710	61,626
Right-of-use assets	104,154	104,158
	210,864	165,784

NOTE 4: CASH AND CASH EQUIVALENTS	**2020 $**	**2019 $**
Cash on hand	91	429
Cash at bank	3,453,807	2,089,196
	3,453,898	2,089,625

NOTE 5: FINANCIAL ASSETS	**2020 $**	**2019 $**
Term deposits	3,137,349	3,064,899
	3,137,349	3,064,899

Short-term financial assets comprise of term deposits with maturity

NOTE 6: TRADE AND OTHER RECEIVABLES	**2020 $**	**2019 $**
Trade debtors	490,031	614,856
Accrued revenue	712,183	663,759
Accrued interest receivable	22,404	37,015
	1,224,618	1,315,630

NOTE 7: RIGHT OF USE ASSET	**2020 $**	**2019 $**
Right of Use Asset	1,554,304	1,554,304
Less: Accumulated depreciation	(208,312)	(104,158)
	1,345,992	1,450,146

NOTE 8: INTANGIBLE ASSETS	**2020 $**	**2019 $**
Software - work in progress	144,669	-
Total	144,669	-

NOTE 9: PROPERTY, PLANT AND EQUIPMENT	2020 $	2019 $
Land - at valuation	2,000,000	2,000,000
Buildings - at valuation	400,000	400,000
Less: Accumulated depreciation	(49,995)	(40,000)
	350,005	360,000
Motor vehicles - at cost	50,550	55,679
Less: Accumulated depreciation	(176)	(26,196)
	50,374	29,483
Office equipment - at cost	119,526	77,944
Less: Accumulated depreciation	(22,130)	(18,501)
	97,396	59,443
Furniture, fixtures and fittings - at cost	234,349	234,547
Less: Accumulated depreciation	(30,323)	(9,132)
	204,026	225,415
Leasehold Improvement	592,320	564,401
Less: Accumulated depreciation	(57,671)	(17,347)
	534,649	547,054
Total property, plant and equipment	3,236,450	3,221,395

NOTE 9: PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

Reconciliations

Reconciliations of the written down values at the beginning and end of the current financial year are set out below:

	Land	Buildings	Motor vehicles	Office equipment	Furniture, fixtures and fittings	Leasehold improvements	Total
	$	$	$	$	$	$	$
Balance at 1 July 2018	2,000,000	370,000	37,957	23,908	27,482	-	2,459,347
Additions	-	-	-	61,886	238,291	564,401	864,578
Revaluation	-	-	-	(16,180)	(24,724)	-	(40,904)
Depreciation expense	-	(10,000)	(8,474)	(10,170)	(15,635)	(17,347)	(61,626)
Balance at 30 June 2018	2,000,000	360,000	29,483	59,443	225,415	547,054	3,221,395
Balance at 1 July 2019	2,000,000	360,000	29,483	59,443	225,415	547,054	3,221,395
Additions	-	-	50,965	66,647	347	27,918	145,877
Disposals	-	-	(23,612)	-	(500)	-	(24,112)
Depreciation	-	(9,995)	(6,462)	(28,694)	(21,236)	(40,324)	(106,710)
Balance at 30 June 2020	2,000,000	350,005	50,374	97,396	204,026	534,648	3,236,450

Fair Value Measurement

The land and building carried at revalued amount were measured using Level 3 (unobservable inputs) of the fair value hierarchy. Fair value of the Company's land and building is estimated based on appraisals performed by independent, professionally qualified property valuers. The significant inputs and assumptions are developed in close consultation with management. The valuation processes and fair value changes are reviewed by the Directors at each reporting date.

The appraisal was carried out using the Direct Comparison and Capitalization of a Hypothetical Market Rental approach that reflects observed prices for recent market transactions for similar properties and incorporates adjustments for factors specific to the property in question, including plot size, location, encumbrances and current use.

The land was revalued on 6 June 2018. Revaluation reserves amounted to $1,363,173 as at 30 June 2019 and 30 June 2020.

The directors do not believe that there has been a material movement in fair value since the revaluation date.

	2020	2019
NOTE 10: TRADE AND OTHER PAYABLES	**$**	**$**
CURRENT		
Trade creditors	34,471	7,950
Sundry creditors and accruals	651,266	547,394
	685,737	555,344

	2020	2019
NOTE 11: EMPLOYEE BENEFITS	**$**	**$**
CURRENT		
Annual leave	887,859	754,523
Long service leave	1,138,699	1,132,112
	2,026,558	1,886,635
NON-CURRENT		
Employee benefits - Long service leave	31,282	28,651
	31,282	28,651

	2020	2019
NOTE 12: CONTRACT LIABILITIES	**$**	**$**
CURRENT		
Contract liabilities - government grants	524,135	677,889
	524,135	677,889

	2020	2019
NOTE 13: LEASE LIABILITY	**$**	**$**
Current		
Lease liability	61,211	47,056
Non-current		
Lease Liability	1,405,767	1,466,642
Total	1,466,978	1,513,698

NOTE 14 RESERVE

	2020	2019
	$	**$**
Asset revaluation reserve	1,363,173	1,363,173
Specific development funds	400,000	-
	1,763,173	1,363,173

Asset revaluation reserve records the revaluation of land and buildings.

A Specific Development Fund reserve was established that sets aside a proportion of the operating surplus in 2020 to fund future activities that serve to accelerate the growth and development of new services and capabilities of value to our clients and community

NOTE 15: CAPITAL COMMITMENTS

Capital commitments	**2020** **$**	**2019** **$**
- Within one year	235,489	10,560
- Later than one year but not later than five years	-	-
	235,489	10,560

The capital commitments for the year ended 30 June 2019 relates to FY20/21 for Digital Transformation Implementation and Licences

The capital commitments for the year ended 30 June 2020 relates to a contract entered into for the 'Discovery Phase' of software implementation.

NOTE 16: KEY MANAGEMENT PERSONNEL DISCLOSURE	**2020** **$**	**2019** **$**
The aggregate benefits made to directors and other members of key management personnel of the company is set out below:		
- short-term employee benefits	709,887	671,416
- post-employment benefits	67,017	61,988
	776,904	733,404

The name and position of key management personnels during the year are:

Name	**Position**
Corea H	Spire Development Coordinator
Evans K	Executive Manager, People & Culture
Gologranc F	Executive Manager, Finance
Kelkar T	Program Manager, Business Transformation
Lillywhite A	Executive Manager, Services & Service Experience
Trethewey P	Chief Executive Officer

NOTE 17: RELATED PARTY TRANSACTIONS

Key management personnel
Disclosures relating to key management personnel are set out in Note 16.

Transactions with related parties
There were no transactions with related parties during the current financial year (2019: $nil).

Receivable from and payable to related parties
There were no receivables from or payables to related parties at the current and previous reporting date.

Loans to/from related parties
There were no loans to or from related parties at the current and previous reporting date.

NOTE 18: CONTINGENT LIABILITIES AND ASSETS

The directors are not aware of any contingent liabilities or contingent assets which require disclosure in the financial report.

NOTE 19: EVENTS SUBSEQUENT TO REPORTING DATE

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

A.Q.A. VICTORIA LIMITED
ABN 90 006 691 185

Directors' Declaration

The directors declare that in the directors' opinion:

(a) the attached financial statements and notes comply with the *Corporations Act 2001*, the Australian Accounting Standards - Reduced Disclosure Requirements, the *Australian Charities and Not-for-profits Commission Act 2012* and Victorian legislation the *Fundraising Act 1998* and associated regulations, the *Corporations Regulations 2001* and other mandatory professional reporting requirements;

(b) the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2020 and of its performance for the financial year ended on that date; and

(c) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of the *Corporations Act 2001.*

MICHELLE O'SULLIVAN
Director

ALASDAIR MCMILLAN
Director

Dated this Fifth day of October 2020

RSM Australia Partners

Level 21, 55 Collins Street Melbourne VIC 3000
PO Box 248 Collins Street West VIC 8007

T +61 (0) 3 9286 8000
F +61 (0) 3 9286 8199

www.rsm.com.au

INDEPENDENT AUDITOR'S REPORT
To the Members of A.Q.A. Victoria Limited

Opinion

We have audited the financial report of A.Q.A. Victoria Limited, which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the financial report of A.Q.A. Victoria Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(a) giving a true and fair view of the company's financial position as at 30 June 2020 and of its financial performance and cash flows for the year ended on that date; and

(b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the A.Q.A. Victoria Limited in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in A.Q.A. Victoria Limited's annual report for the year ended 30 June 2020, but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.
If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance 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- Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing A.Q.A. Victoria Limited's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate A.Q.A. Victoria Limited or to cease operations, or has 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 this 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/ar4.pdf. This description forms part of our auditor's report.

RSM

RSM AUSTRALIA PARTNERS

M PARAMESWARAN
Partner

Dated: 12 October 2020
Melbourne, Victoria