

MUDDY PUDDLES

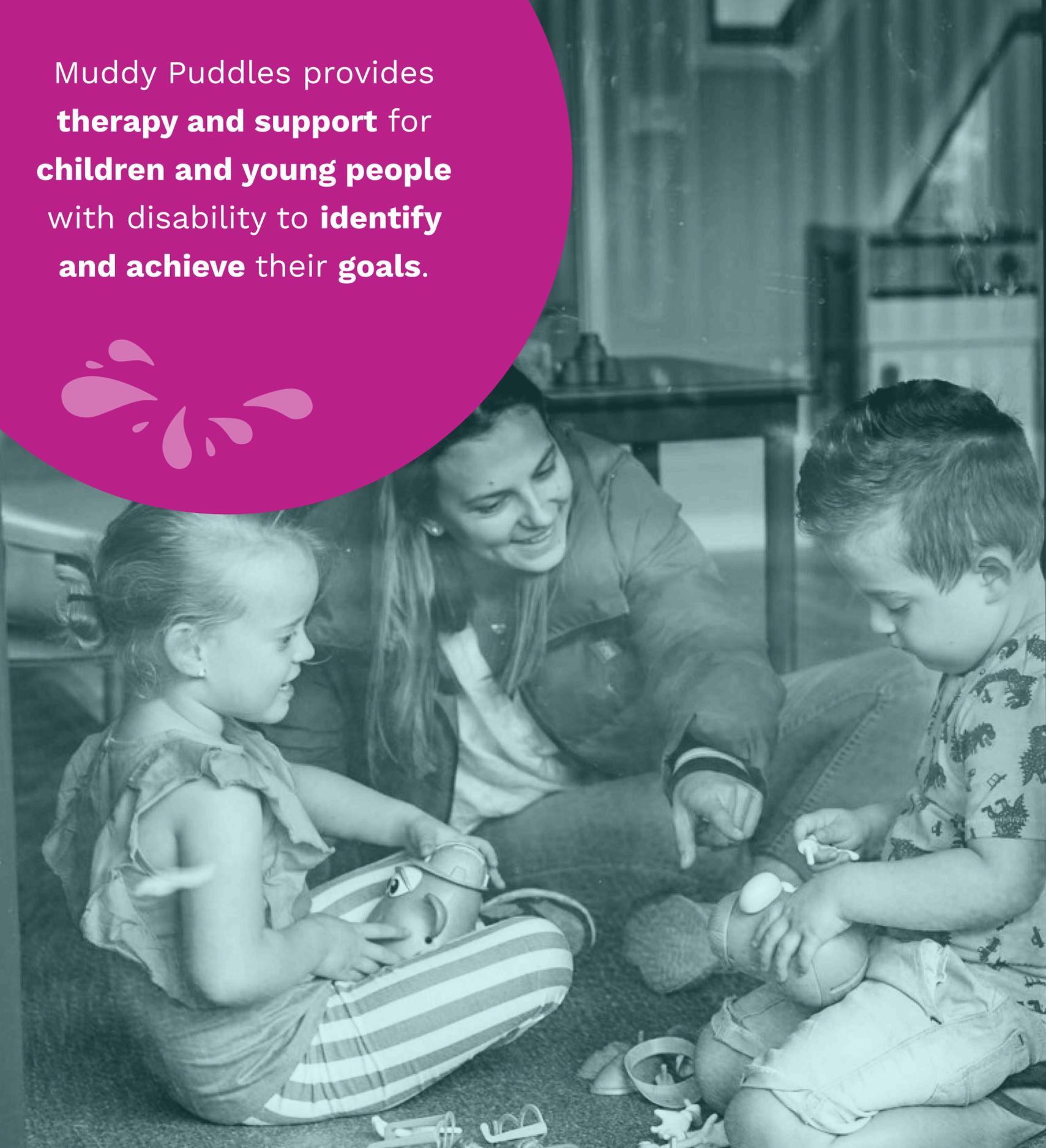


Annual Report
2020-21

“Targeted
goals for
better
outcomes!



Muddy Puddles provides **therapy and support** for **children and young people** with disability to **identify and achieve** their **goals**.



Working together with clients and their families we use a **targeted approach** to intervention, **focusing** on those goals that will have the **biggest impact** on **quality of life**.



Muddy Puddles acknowledges the Walbunja Yuin group, the traditional custodians of the land on which we work. We pay our respects to elders past and present and embrace new leaders in the celebration of the future.



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Message from our Chair

2020-21 has been another challenging year. Challenging for our Clients and for our Therapy and Admin teams as COVID and lockdown have taken their toll. It has been a mental challenge for all especially for those with children in need of extra care and services.

Our Therapy team have battled on as best they can and my and the Board's thanks goes out to both them and their support people, a job well done under the circumstances. Now we can operate within the new normal we are very hopeful that Therapy, Programs and Support services will ramp up significantly and we can continue to work with our clients that have been impacted by COVID lockdowns. It is important that we get everyone needing help back on track.

The lack of Therapy staff remains a significant issue for Muddy Puddles. We struggle to meet demand without more capacity in the areas of Psychology, Occupational Therapy and Speech Therapy. Our hope is that an ongoing recruitment campaign will source suitable candidates to bolster our team and address our waitlist.

To Cate our CEO and her admin staff a big thank you from myself and the Board for working so diligently throughout the year. We appreciate your efforts, and I am sure the Therapy, Program and Support staff feel the same as you all provide the ideal work environment for everyone to reach their full potential.

A very big thank you to our fundraising team and our dedicated and very generous volunteers. You continue to commit a huge amount of time in supporting Muddy Puddles. It is not all about the money, your involvement with us strengthens our position in the community as an inclusive and supportive organisation.

In line with our charter to offer services to the whole of the Eurobodalla we opened a Therapy Centre in Moruya. We are looking forward to fully utilising this site to strengthen support to clients in the Southern part of the Shire.

Financially it has been a tough year what with a lack of Therapists in critical areas and those we do have not being able to operate at their full potential. Muddy Puddles finished the year in a pretty strong financial position, due in part to the various Government support programs and the Admin team's efforts to keep overheads in check. With careful financial management, we plan for a sustainable service for funded clients and continue to source funding to subsidise the cost of services for those who need it.

We have a service our community can be proud of.

John Wakelin





MUDDY PUDDLES

2020-21



GARAGE SALE

PLANTS GALORE

fundraiser **MUDDY PUDDLES**

SATURDAY 12 SEPTEMBER
8.00am - 1.00pm
10 Ocean Avenue Surf Beach




2021 achievements



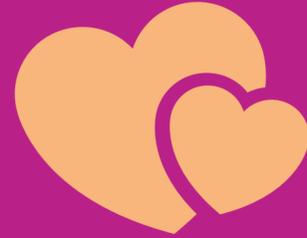
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Capacity building
group programs



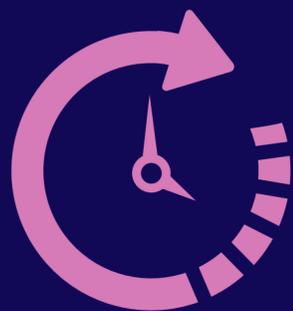
200
CLIENTS

received **services**



4800

direct support
hours



4000
HOURS
of **therapy**



32
CLIENTS

received **subsidised services**

The Muddy Puddles board



John Waklin
Chairperson

John is a semi-retired businessman who joined the board of Muddy Puddles in March 2015. He is a Vietnam Veteran who found his way to Batemans Bay in 1969. He has had a long, interesting and successful business career ranging from air conditioning contracting to manufacturing, land and property development and aged care. He is heavily involved in the community and is still active in business.



Bernie Basevi OAM
Director

Bernie is a semi-retired businessman and builder with over 35 years' experience in the building industry. He has also been greatly involved in the community, with life memberships of Apex Clubs of Australia, Braidwood Servicemen's Club, Malua Bay Fishing Club, and Malua Bay Bowling and Recreation Club, attesting to that involvement. Bernie is a current director of Malua Bay Bowling and Recreation Club, and chairman of the Parish Pastoral Council of St. Bernard's Parish Batehaven.



Hugh Scott
Director

Hugh joined the Muddy Puddles Board in August 2019 and is currently a director of Wysco Building Services which is a building regulation and planning consultancy in the Eurobodalla. He is also a director of Batemans Bay Rotary Club and a director and chairman of Nelligen Recreation Park Ltd.

Hugh is also a life member of the Association of Apex Clubs Australia and a past director of aged care facility Blakeney Lodge at Tumut and Wagga Wagga Community Housing Association.

Hugh has a particular interest in the areas of governance and finance.



Oscar Gentner
Director – resigned 12.11.20

Oscar is a fully qualified disability service CEO who has recently retired from full time work. His qualifications include management & administration degrees, accounting and auditing qualifications. As a consultant and trainer he has delivered many specific industry training programs and has diverse human & industrial relations experience. Oscar joined Muddy Puddles in 2015.



Elizabeth Huppertz
Director

Elizabeth is a tutor in Nursing and Disabilities at South Coast Colleges and has a long career in clinical service and consultancy. She has volunteered in disability services in Vietnam and Cambodia since 1999 and visits there regularly. Elizabeth was appointed to the Board in 2018.



Tina Philip OAM
Director – resigned 31.10.20

Tina Philip joined Muddy Puddles in January 2016 after having retired the previous year from her long-term employment in the mental health field as a psychiatric nurse consultant. Tina has extensive clinical experience spanning over 40 years and is well known for her commitment to the development and enhancement of services in rural area. She is a passionate advocate for individuals and their families who experience complex problems.



Mark O'Neill
Director – appointed 24.02.21

Mark is currently a nurse with a background in legal policy, legal practice and judicial administration. He has had extensive involvement in various community and sporting organisations and is currently an active member of the NSW RFS.



Belinda Whiteman
Fundraising Committee Chair – appointed 24.02.2021

Belinda joined Muddy Puddles to make a positive difference to the lives of families in the Eurobodalla. She has a background in hospitality, owning and running her own restaurant and currently working as the Premium Events manager for Narooma Rocks. She is also a member of the learning support team at Carroll College Broulee.



Message from our CEO

Despite significant challenges, I look back on FY2021 confident that Muddy Puddles has grown and developed, becoming an even stronger service for our community. This year saw the commencement of a new strategic plan which will guide our service to connect with clients and stakeholders, empower families to support young people with disability, and set up our service to thrive.

Our team has once again shown they are made of strong stuff. They have adapted to the changing environment of new systems, new processes and of course COVID, remaining focused on supporting clients to progress towards their goals.

Between COVID lockdowns and service adjustments, we found time to attend local interagency meetings for youth and disability, strengthen our relationships with similar service providers outside our region, and provide a voice on important topics related to disability which included making a submission to the Inquiry into Independent Assessments by the Joint Standing Committee on the National Disability Insurance Scheme.

To facilitate better internal communication and wrap around support to clients, we restructured the Client Services Team to form three multi-functional teams each with representation of allied health practitioners, creative arts therapists, therapy assistants and direct support workers. Our services have expanded to offer more for teens and young adults in the way of employment supports and independent living skills, and a stronger behaviour support service.

We set some ambitious goals for system and process improvements which led to our Admin team working tirelessly to roll these changes out to the broader organisation. We continue to move forward in this area and look forward to efficiencies that will make life a little easier.

Our Volunteers had limited fundraising opportunities this year and I am grateful for their continued enthusiasm and support. I thank the Board for their ongoing commitment to the organisation and their genuine concern for the families we support.

We are fortunate to have each other.

Cate McMath





Our Strategic Plan



1 Meet client needs effectively

2 Promote clarity and capability for our team

3 Be better understood for what we offer

4 Set up our service to thrive

1 Meet client needs effectively



Developing a **culturally sensitive** service



Creating **reliable referral pathways**



Bolstering **effective service channels**



Defining client **goals and outcomes**



Cultural action plan to acknowledge and respond to the unique needs of Aboriginal and Torres Strait Islander clients and those who identify as culturally and linguistically diverse (CALD)



Training to build capacity to **recruit and retain** Aboriginal team members and to develop **cultural awareness**



Engaged **Occupational Therapy students** from University of Canberra to research and inform actions



Developed a **clear internal referral process**



Mapped **external referral pathways** for health and other services



Youth Programs Coordinator to respond to demand for **employment** supports and skills for **independence**



Secured a **service hub in Moruya**



Purchased a **second vehicle** to provide outreach services



Telepractice as a standard service offering



Used **technology** to improve internal and client **communication**



New processes and tools to work **collaboratively with clients** to identify **clear goals for targeted intervention** and provide **better outcomes**



New client **management system** to **record and track** goals and **measure progress** more effectively

Our clients

Muddy Puddles is built on responding to community needs.

Our approach to service delivery must be person-centred but what does that really mean in practice? Our team has reviewed various models of disability and service provision and has landed on a biopsychosocial approach to understanding a client's needs. We look at the whole person and their environment when gathering information so we can present intervention options that will suit an individual's unique circumstances. Our team use the International Classification for Functioning, Disability and Health (ICF) to capture information about functioning and disability as it relates to body function and structures, activity and participation. Personal and environmental factors are also considered as barriers or facilitators. This approach is well suited to our multidisciplinary team and aligns with the UN Convention on the Rights of Persons with Disabilities.

Process changes have improved the information gathering stage when getting to know our clients and establishing their needs. A structured initial meeting with new clients gives us a good place to start and provides consistency in the information we are collecting. The next stage is usually an assessment phase where a therapist will conduct formal and/or informal assessments and observations to ensure we identify the right goals to work on. The client is provided with intervention options that are developed in a collaborative way. We've had a great response from clients who feel more connected with the process and happier to have clear goals identified.



2 Promote clarity and capability for our team



Opportunities for **regular check-ins** and discussion about workload



Identified team leads for **debriefs**



Regular **social events**, both face to face and via Teams



Flexible work practices to manage changing circumstances



Clinical supervisor to lead the Client Services team



Team Leader and defined **training** for Support Assistants



Created position description for **Therapy Assistant** role



Process **flow charts** with responsibilities highlighted



Team profiles to share skills, experience and interest areas



Activities to understand each other's **thinking** and **communication styles**



Our team

The events of the last couple of years took a big toll on our community, including our team members.

As a team we have supported each other and recognised the need to promote wellbeing. We took time between lockdowns to gather socially as a team and connected via Teams when working from home.

Under the guidance of the Practice Leader, our Client Services team were well supported to pursue a best-practice approach. Roles became more clearly defined and team members adopted more effective and collaborative working styles.

We offered new training opportunities including:

- Epilepsy and seizure management
- Design thinking
- Aboriginal employment, recruitment and retention

3

Be better understood for what we offer




Building **strong relationships**



Maintaining **local networks**



Having a **voice**



Relationship with Cerebral Palsy Alliance to offer **specialist programs** to regional families



Secured funding to develop **student placement program** and boost local allied health workforce



Agreement with **Freedom Wheels** to provide modified bike assessments



Acting **convenor and chair** for the Eurobodalla Disability Interagency Network (EDIN) meeting



Participant in the Batemans Bay **community roadmap workshops** run by Foundation for Rural and Regional Renewal



Submission to the Inquiry into **Independent Assessments** by the Joint Standing Committee on the NDIS



Radio interviews on ABC and 2EC regarding vaccine rollout and independent assessments



Video showcase of service for Love the Bay campaign

Our presence

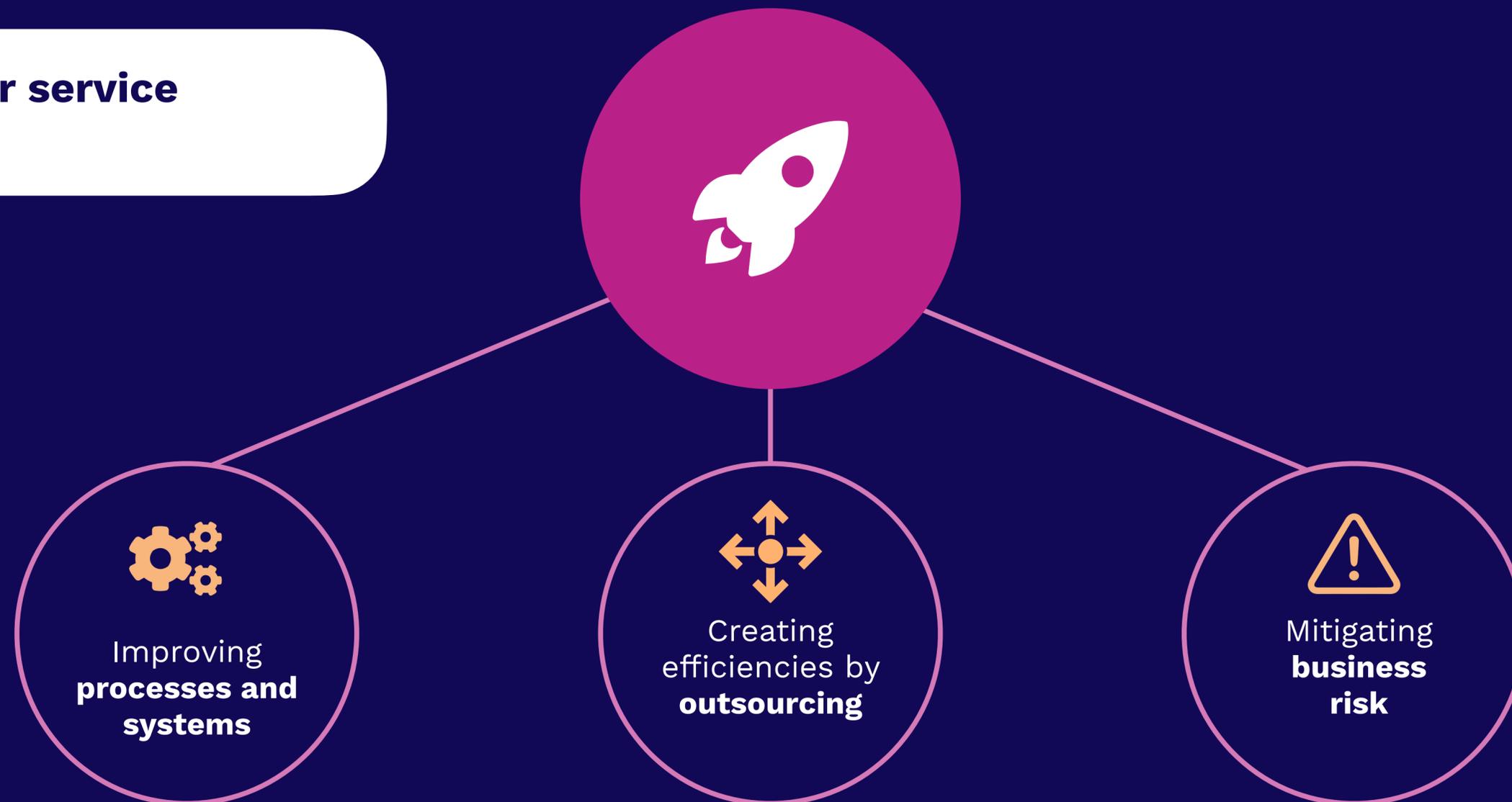
A successful grant application via the Foundation for Rural and Regional Renewal (FRRR) allowed us to commence work on a project to develop a local allied health student placement program and build collaborative relationships with tertiary institutions.

It is expected this project will eventually lead to a regular student clinic and attract more new graduates to regional positions.

Our connection with the FRRR program secured an invitation to participate with other local not-for-profits in a workshop to create a community roadmap. This unique opportunity saw us gather with other for-purpose organisations to prioritise local needs and plan activities that will strengthen our ability to provide for our community. We again thank The Snow Foundation for providing this opportunity and investing in our region and community.



4 Setting up our service to thrive



Implemented a **new client management system**



Continued to **map and document** our processes and train our team members



Embraced **Microsoft Teams and Teams Calling** as our communication and information sharing system



Purchased on demand **compliance training**



Engaged external provider for **IT solution**



Utilised **recruitment assistance** from Rural Doctors Network (RDN)



Developed **business continuity plan**



Strengthened **risk framework and tools** in service processes

Our sustainability

As Muddy Puddles evolves, we constantly evaluate the way we do things to become more efficient with our operations so our focus can remain on service provision.

Systems and processes have been a significant investment this year as we strive for a consistent approach to service delivery.

During the year we implemented a new client management system to automate tasks and better manage client and service data. The move to the new system has been challenging and very time consuming for our team, but we are looking forward to experiencing the benefits of this change in the coming years.

The push toward using technology to connect with fellow team members and clients has seen us fully utilise Microsoft Office 365 and all it offers. MS Teams has revolutionised the way we collaborate, and video has become a common way to train our team members.





Message from our Fundraising Committee Chair

I was appointed to the Board of Muddy Puddles in early 2021 although I had been a member of the Fundraising Committee for a few months before that. On the resignation of Tina Philip, I was appointed chairperson of the Fundraising Committee. 2020-21 continued much as the previous year, making it very difficult to get out and about in our community to raise much needed funds.

COVID unfortunately was getting in the way of most of our fundraising activities which are usually fun, festive and fruitful. Used to new challenges, our fundraising team began to think outside the box. As fundraising is high on the Muddy Puddles' agenda to help provide support for all who need it regardless of funding, our imagination went into play.

We took advantage of a break in the lockdowns and some of our enthusiastic and talented volunteers were successful in delivering a garage and plant sale at Muddy Puddles in September 2020.

Then, in May 2021, our annual Mother's Day Flower Stall brought colour and smiles to everyone's faces.

The support of our volunteers who continually put their hands up to help at various events is truly uplifting. From Bunnings BBQs to recycling bottles through Return and Earn, helping out at various stalls and collecting donation boxes from venues up and down the stunning Eurobodalla Shire, our volunteers are always smiling and accommodating.

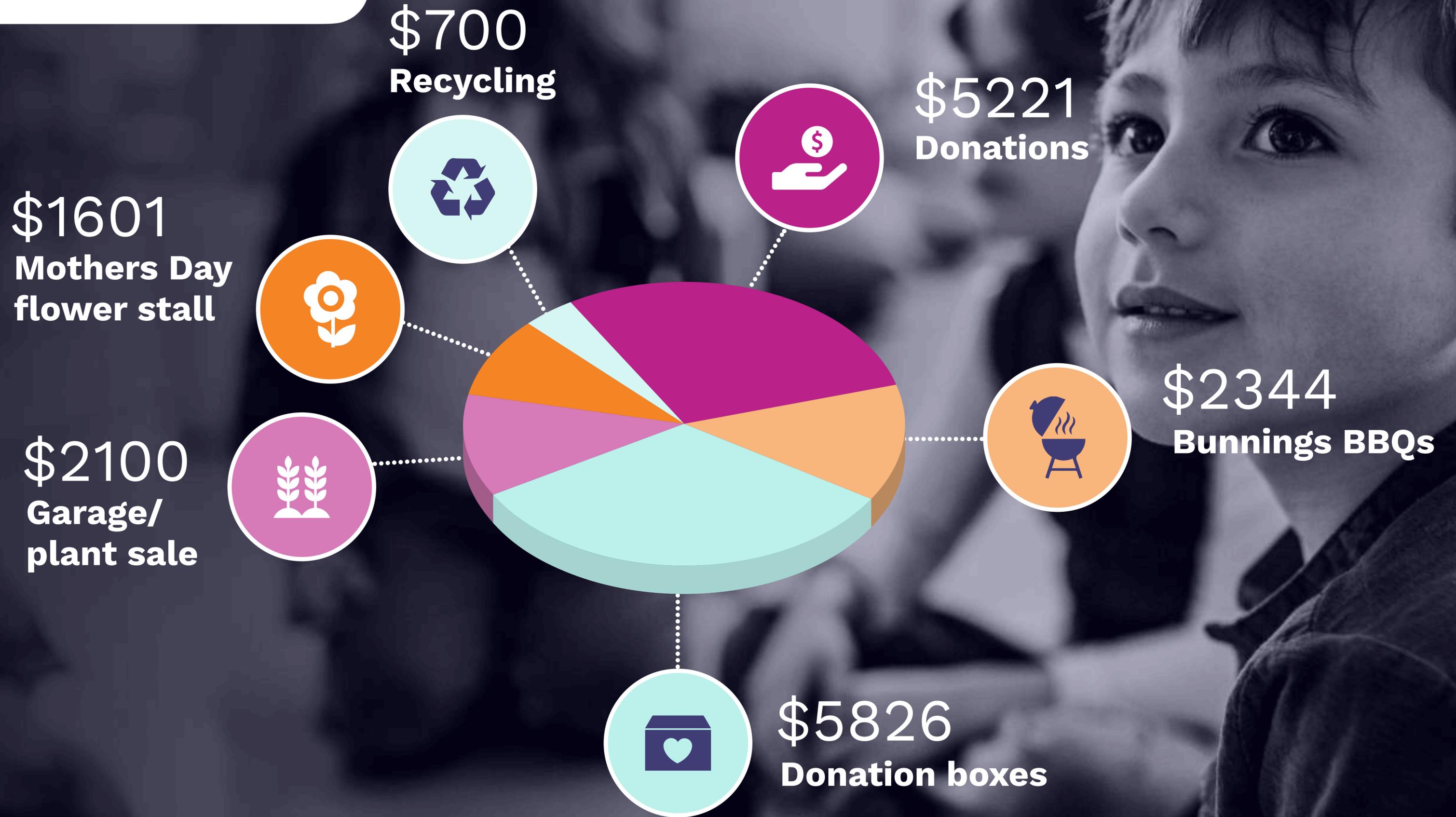
We are very lucky to have a dedicated and supportive team who are always there to lend a hand and I want to thank each one of you. Your support is appreciated always. I would like to give a special thank you to Muddy Puddles' past fundraising chairperson, Tina Philip. Your time, continued support and guidance have been invaluable. Thank you!

With the lifting of restrictions, we are looking forward to getting out and about to continue to raise much needed funds to support all children with disability in our Shire. If you are interested in joining our volunteer team, we would love to hear from you.

Belinda Whiteman



Fundraising 2020-21





Finance report 2020-21

The 2020-21 financial year was again full of challenges for Muddy Puddles, as it was for many organisations and the community as a whole. The uncertainty created by the COVID-19 pandemic has made planning and budgeting very difficult. Despite all these challenges, Muddy Puddles has again achieved a surplus. Although smaller than last year, it was heartening in these times.

The expansion in the service team throughout the year was evident in increased service revenue, resulting in more services provided to clients. Government stimulus remained important to our viability, totaling 14% of total revenue. This has provided a financial buffer for Muddy Puddles, ensuring sustainability for the years ahead as well as providing for future growth and special projects to extend services to clients throughout the Eurobodalla.

Grants received through the year supported a number of projects and services including Building Allied Health in the Eurobodalla, a carer support and creative arts group in response to the bushfire crisis, a well-being and self-care workshop, and funding to support a program coordinator among other activities. Muddy Puddles is always extremely grateful to grantors, sponsors and donors who allow us to continue to provide a high-quality service for all children and young people with disability in the Eurobodalla, whether they have NDIS funding or not.

Although fundraising was obviously restricted throughout the year, our tireless fundraisers have managed to raise nearly \$18,000 to support unfunded clients.

As always, I am grateful to the Board of Muddy Puddles for their continued support, and to Cate and the whole team of committed people who always strive to do their best for our clients and the community.

Anne Minato



Financial highlights

REVENUE

Service revenue increased on previous year by **35%**

Service provision over **79%** of total revenue

SPONSORSHIP



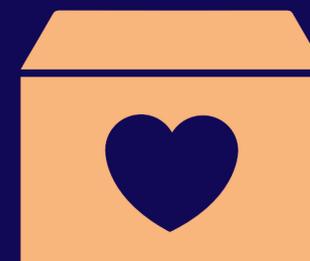
Sponsorship of **\$28,200** to the end of June 2021 from **Coastal Auto Group**

ASSETS



Net assets **grew** to **\$1,721,197**

VOLUNTEER CONTRIBUTIONS

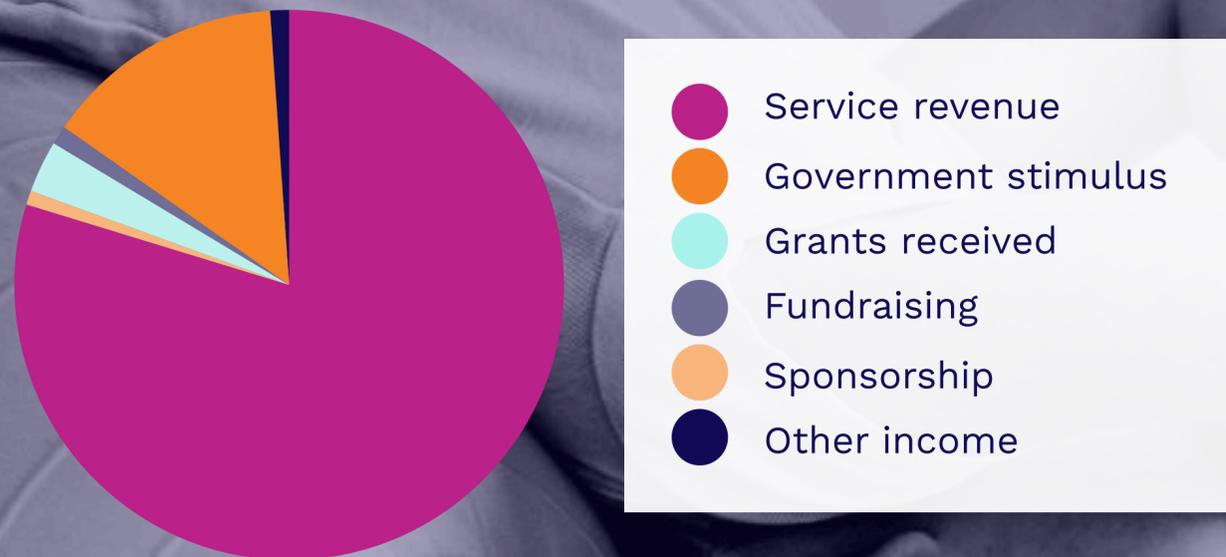


Equivalent to **\$23,000** in value throughout the year



Statement of comprehensive income

Where the money came from



How the money was spent



REVENUE		2021	2020
Service revenue	79%	1,495,496	1,109,556
Donations received	0%	5,907	15,428
Fundraising	1%	13,289	27,059
Grants received	3%	52,155	57,795
Sponsorship	1%	28,200	22,500
Government stimulus	14%	263,830	103,170
Interest received	0%	2,663	395
Other income	1%	22,205	16,674
Total revenue		1,883,745	1,352,577
EXPENSES		2021	2020
Direct service costs	65%	-1,169,818	-729,025
Administration costs	32%	-574,186	-474,239
Client subsidy	1%	-16,606	-13,172
Fundraising expenses	0%	-1,404	-8,637
Board & volunteer expenses	0%	-1,093	-775
Property expenses	2%	-28,396	-25,151
Training & other expenses	1%	-15,270	-9,546
Total Expenses		-1,806,773	-1,260,545
Surplus for the year		76,972	92,032
Other comprehensive income for the year		0	0
Total comprehensive income for the year		76,972	92,032

Statement of financial position



CURRENT ASSETS	2021	2020
Cash and cash equivalents	649,295	514,615
Receivables	71,056	28,213
Other financial assets	160	0
Prepayments	1,395	1,527
Total current assets	721,906	544,355
NON CURRENT ASSETS	2021	2020
Property, plant and equipment	1,405,712	1,457,506
Total non current assets	1,405,712	1,457,506
Total assets	76,972	92,032
CURRENT LIABILITIES	2021	2020
Trade and other payables	350,738	320,383
Current provisions	55,683	35,256
Total current liabilities	406,421	355,639
Non Current liabilities	0	0
Total liabilities	406,421	355,639
NET ASSETS	1,721,197	1,646,222
EQUITY	2021	2020
Accumulated Surplus	1,721,197	1,646,222
Total equity	1,721,197	1,646,222

Statement of cash flows



CASH FLOW FROM OPERATING ACTIVITIES	2021	2020
Receipts from operating activities	1,886,937	1,371,643
Payments to suppliers and employees	-1,736,491	-1,181,735
Interest received	2,663	395
Net cash provided by (used in) operating activities	153,109	190,303
CASH FLOW FROM INVESTING ACTIVITIES	2021	2020
Payments for property, plant and equipment	-18,429	-17,256
Net cash provided by (used in) investing activities	-18,429	-17,256
Net increase (decrease) in cash and cash equivalents held	134,860	173,047
Cash and cash equivalents at beginning of year	514,615	341,568
Cash and cash equivalents at the end of year	649,475	514,615

Independent audit report

Please visit our website for the full audited financial statements.

Hales Douglass PTY LTD
Chartered Accountants

Directors
Andrew Hare B.Bus, CA
Juanita Sharp B.Com, CA
David Howells B.Bus.B.Com,CA

Eurobodalla Education and Therapy Services Ltd
ACN 601 862 042

Auditor's Independence Declaration under section 60-40 of the Australia Charities and Not-for-profits Commission Act 2012 to the Directors of Eurobodalla Education and Therapy Services Ltd

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Hales Douglass

Andrew Hare
Partner

Dated this _____ day of November 2021

Ulladulla NSW 2539


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Eurobodalla Education and Therapy Services Ltd

Independent Audit Report to the members of Eurobodalla Education and Therapy Services Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report of Eurobodalla Education and Therapy Services Ltd (the Company), which comprises the statement of financial position as at 30 June 2021, the statement of 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 accompanying financial report of the Company is in accordance with the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

Reporting under the Charitable Fundraising Act 1991 (NSW)

In our opinion:

- i) the financial report gives a true and fair view of the Company's financial result of fundraising appeal activities for the financial year ended 30 June 2021;
- ii) the financial report has been properly drawn up, and the associated financial records have been properly kept for the period ended 30 June 2021, in accordance with the *Charitable Fundraising Act 1991 (NSW)* and Regulations;
- iii) money received as a result of fundraising appeal activities conducted during the period ended 30 June 2021 has been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991 (NSW)* and Regulations; and

there are reasonable grounds to believe that the Company will be able to pay its debts as and when they fall due.

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 Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-Profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of 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 and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine necessary to enable the preparation of a 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 Company'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 the directors either intend to liquidate the Company 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 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- - Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- - Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- - Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- - Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

“Targeted
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better
outcomes!



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