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Our History



Why do we review and acknowledge our organisation's history? As the *Harvard Business Review* reported in 2012 **"...leaders with no patience for history are missing a vital truth: A sophisticated understanding of the past is one of the most powerful tools we have for shaping the future..."** For customers or clients seeking support services, they are more likely to use an organisation that has a track record for excellence and integrity.

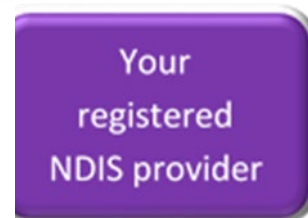


Distinctive Options' head office is located in Sunbury, Victoria, Australia. Sunbury is approximately 39.4 kilometres north-west of Melbourne, or around 40 minutes from Melbourne as highlighted opposite. In January 2016, the population of Sunbury was 33,062 and the 2017 forecast by Hume City Council is 38,013. Sunbury services a wide surrounding area in the growth corridor extending from the western and northern suburbs through to northern central Victoria.

Distinctive Options is a leading disability service provider, providing a range of innovative support options and services. We are committed to being our local community's National Disability Insurance Scheme (NDIS) partner, providing individuals and families with support choices and life options in order for people to achieve a good life.

Our Services

The NDIS will give individuals greater choice and control over the services or supports you want. We ask **WHAT DO YOU NEED, WHEN DO YOU NEED THIS, WHERE DO YOU WANT THIS**. Within the parameters established under the NDIS funding, Distinctive Options then tries to match your support needs for service, for training, for employment or for community needs. Our organisation is NDIS ready and you can trust us to be your partner on your development and/or support journey.



Vision and Mission Statements

Our Vision: To enable people with disabilities who we support to fulfil their potential and equality in the community.

Our Mission: To provide real choices for people with disabilities, their families and supporters.

Both the Vision and Mission are supported by core values relating to:

- People – respecting diversity, knowledge and well-being;
- Human Rights – Ensuring individual's human rights are understood and respected;
- Collaboration – Achieving more for people by working together with partners;
- Excellence – Being the best we can be.

Chairperson's Report

Anthony Aboud



I have been humbled to continue as Chair for the 2nd year. My Board members are dedicated and passionate about our vision - **“to enable people with disabilities who we support to fulfil their potential and equality in the community”**. I would like to thank them for their ongoing support.

This year has been another extraordinary one for many reasons at Distinctive Options. The year commenced with a change of CEO in November. Ernie Metcalf was previously the CEO of another disability sector organisation for 13 years, Noweyung Ltd, located in Bairnsdale. Ernie settled into Distinctive Options quickly and efficiently. He has done a tremendous job working with the management team and staff to drive great outcomes for our clients and their carers. Throughout the year, the Board supported Ernie to continue to invest in existing services and also new opportunities.

The organisation has also maintained a strong focus on the National Disability Insurance Scheme (NDIS) and this has become a standing item at every Board meeting. This ensures we will remain abreast of any and all issues as they arise and it bodes well for our ability to meet the new demands that may come with the NDIS. In fact, in 2017 we had our first NDIS funded client.

There have been many achievements this year and I am keen to highlight the most significant outcomes:

- Distinctive Options now provides services to a record 165 clients. The revenue has grown to just over \$4M due to the continued expansion of our services.
- Distinctive Options continued to operate After School Care services in Sunbury and the Community Connect service in St Albans.
- In September 2016 we established a new Community Connect service in Bendigo. This allowed Distinctive Options to assist new clients when we were informed that Radius was going to close. Management and staff successfully transitioned those new clients in a very difficult time for Radius.
- Another Community Connect base was established in Bendigo to meet the growing demands for our services.
- In April a new After School Care service was established in Melton.
- Outreach Services total income tops \$1.26m for the first time, being 131% higher than the previous year.

Underpinning our growth

The organisation is set to continue strong growth during the next 12 months. To ensure this outcome demands a robust governance and administrative structure and I am pleased to report Distinctive Options is very fortunate to have highly skilled and competent staff to support all the activities and programs provided by our services. In particular I wish to acknowledge Ernie Metcalf (CEO) and Rick Dunn (Executive General Manager) and their management teams for the quality of their leadership provided to staff.

I also want to acknowledge and thank all the staff who have given so much of their time and energy to supporting all participants who attend our various programs. It is certainly true that without their commitment, skill, empathy and dedication Distinctive Options would be a poorer place indeed.

Likewise the organisation is blessed with a very skilled and committed Board who give generously of their time in a volunteer capacity to ensure Distinctive Options operates within a strong operational and governance structure.

Board members are committed not only to the regular Board meetings but also all members actively participate in various Committees to further support the ongoing services of Distinctive Options.

On a slightly sad note I also want to personally thank the retiring Board members Avril Winduss and Ryan D 'Lima for the many years they gave to the Board and want to publicly thank them for their support.

It has been a pleasure to deliver this Chairperson's report and I look forward to the coming year with great confidence in our organisation to continue to both grow and deliver exceptional support to all who attend our services.

Strategic Objectives

Distinctive Options strategic intent is to grow our services to assist and empower those who we support, helping them achieve their potential to gain equality and inclusion in the community. In order to achieve this strategic intent, Distinctive Options has four overarching key pillars to align the strategic goals. These four pillars are:

Be Resilient - The strategic resilience goals set under this pillar relate to establishing and developing processes and systems that will enhance and build Distinctive Options into a resilient, dynamic and responsive organisation.

Be Distinctive - The distinctive goals under this key strategic pillar are aligned to developing a range of options that connect individuals from early childhood through to adolescence and adulthood reflecting a whole of life practice system.

Be Sustainable - The sustainable strategic goals are designed to create and maintain a system of financial management that supports the changing nature of the services Distinctive Options provide.

Be Progressive - The progressive strategic goals relate to Distinctive Options being a leader in the disability sector as an innovator in support options and practices.



Local Sunbury artist Steven Worrell, who uses our support services, has produced artwork for each of Distinctive Options' management team members. These drawing are included in this report. Steven's own self-portrait is opposite.

Steven particularly loves to draw portraits with his favourite mediums including pencils and painting. He gets an enormous amount of satisfaction from drawing people's portraits upon request, as he realises that it makes them happy, often responding with a thumbs up. He also loves painting animals and some of his favourite movie stars. Steven's work has been sold overseas and has featured in arts prizes on numerous occasions.



Chief Executive Officer's Report



Ernie Metcalf has a Master of Business Management degree from Monash University. He is a member of the *International Initiative for Disability Leadership*, a member of a *Harvard Business Advisory Group*, as well as a member of the *Australian Institute of Company Directors*.

Local artist, Steven Worrell, drew the CEO's picture shown opposite.



A Big Year for Growth and Organisational Change

Having commenced as Distinctive Options' CEO in November 2016, I am proud to say that the organisation has grown significantly compared to the previous financial year. This is both in financial performance as well as in operational services and organisational performance. I thank my predecessor, Murray Dawson-Smith, for laying some of the foundations for this growth.

From a service perspective, Distinctive Options now operates from two innovative Community Connect bases in Bendigo, along with another one in St Albans. Bendigo was able to successfully offer and transition a number of the people who were previously receiving support services from the former *Radius* organisation after it closed down its business late in 2016. Our Sunbury support services continue to grow, as has our After School Care services, which now has two operations providing support from the Sunbury and Melton Specialist Schools. Regional Outreach support services have experienced the greatest growth of all of our support options. Providing 1-on-1 support when and where people want services, 52 weeks of the year, Outreach provides many of the supports people are seeking under the National Disability Insurance Scheme (NDIS) as it rolls out across Australia. Often these outreach supports are being tied in with some of the innovative options being provided through our Community Connect operations.

From an organisational perspective, the management team has embraced change expected by the CEO and the Board moving forward. So has many of our dedicated staff members. We have revamped some of the internal staff structures to meet our needs now, and going forward under the NDIS. One of these changes was the appointment of Melanie East as Distinctive Options' NDIS Coordinator. The number of compliments received back from families and NDIS funding planners or coordinators has been considerable. I thank my management team and senior staff for their willingness to develop new ideas and concepts, and the Board for supporting us to do so.

With all of these changes, total revenue for the year ended 30 June 2017 reached just over \$4.1m compared to \$3.0m in the previous year, or up by 37%. This growth in one year has been enormous by normal sector standards. Total revenue in 2016/17 is now similar to the highest ever recorded by Distinctive Options back in 2013 when the organisation still operated open employment services. Revenue from these former open employment services equated to more than half of the total revenue back in 2013.

Looking forward into 2017/18, a third base in Bendigo is to be set up due to growth, plus a new Community Connect service in Sunbury. Planning, based on demand, allows for other new Community Connect or After School Care services. We have started to set up two new Coffee Shops in Sunbury and Bendigo to provide supported employment pathways for people who want to learn the hospitality trade. It's an exciting time for Distinctive Options and the people who we support!

Highlights of the Year Summary

- September** New Community Connect Bendigo service set up.
- November** Former *Radius* clients transition into Distinctive Options Bendigo Community Connect services.
- Former CEO, Murray Dawson-Smith, resigns.
New CEO, Ernie Metcalf, commences.
- December** Second Community Connect base set up in Bendigo to cater for the number of customers supported following the *Radius* collapse.
- January** First customer transitions from State based funding into the NDIS.
- March** First Balanced Scorecard adopted by Distinctive Options for 2016/17.
- April** Annual review of Strategic Plan by Board and management.
First NDIS funding payments for customers received.
New Melton After School Care service set up.
- May** First Balanced Scorecard report to Board for 2016/17.
- June** The Leader Newspaper publishes two front-page articles on Distinctive Options.
Outreach Services total income tops \$1.26m for the first time.

Some Key Performance Measures and Indicators

CUSTOMERS (clients)



2014/15	2015/16	2016/17
107	129	165

Substantial growth in the number of people supported by Distinctive Options indicates that the organisation is meeting the needs of individuals to obtain a better quality of life. In a constantly evolving competitive market, this is a positive indicator of the quality and range of service provision provided by Distinctive Options.



PROFITABILITY



2014/15	2015/16	2016/17
\$62,859	-\$72,030	\$185,617

In order to provide a range of innovative and supportive services to people, Distinctive Options must remain viable. Service development and growth needs to be sustainable over the long term. To this end, the organisation recorded a strong profit for the year through its growth in support options and prudent financial management.



Organisation's Operating Environment and Risks

The operating environment for the disability sector is much more complex today than ever before. Distinctive Options is working under a number of evolving issues. The Victorian Government, through the Department of Health and Human Services' disability section, still funded the majority of our customers for the year. However, this customer base is beginning to transition from Victorian Government funding into the Commonwealth's NDIS, as well as into another Commonwealth department for people who are aged 65 years or older. A compounding issue for the sector is that the NDIS is still developing, or still building, its support structure and funding bases for people who have a disability. This is particularly frustrating for the sector as a number of unknowns remain, particularly in respect to future accommodation and employment.

A direct result of these changes has so far led to a reduced pricing structure under the NDIS, as the National Disability Insurance Agency (NDIA) sets the unit prices it pays for every type of service delivery. Service organisations more and more will face economic decisions whether a unit price for a particular service is viable for the organisation to undertake. If services choose not to undertake certain supports based on pricing, customers potentially will have no choice or limited options for this type of service. Because of these unit prices, individuals will find there will be more user pays prices imposed by support organisations for non-funded support costs.

Ultimately, prices are supposed to be market driven, but the NDIA currently determines the prices and their prices are lower than unit prices used by the Victorian Government. The *Productivity Commission* has recently considered this funding issue and has recommended that an independent party review and fix prices for disability support services. Our peak body, National Disability Services also produced a report for government, on:



This report contained numerous recommendations, including an in depth discussion on pricing.

Coupled with these facts is that the sector is now open to a competitive market. This is not just from other not-for-profit community organisations, but also from the for-profit sector. Only time will tell whether this competitive market eventually provides greater choice and options for individuals, or if it will shrink the market of service providers.

In the end, the quality and range of services at viable and sustainable prices will be the determining factors.

Quality Certifications and Compliance



global-mark

Distinctive Options is quality certified by Global-Mark for its Quality Management System against AS/NZS ISO 9001-2016. In March 2017, Global-Mark completed this latest quality audit, which endorsed Distinctive Options ongoing



accreditation. The scope of certification is for community day and specialist support services. The current certification is due to expire in September 2018, at which time a new certification will be required. Distinctive Options is also compliant with the requirements against Victorian Disability Standards.



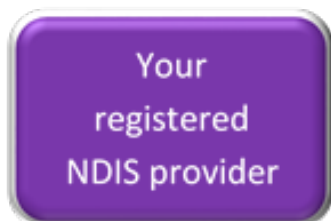
Distinctive Options is a charitable organisation registered with the *Australian Charities and Not-for-profits Commission (ACNC)* and a Deductible Gift Recipient registered with the *Australian Taxation Office*. Distinctive Options must meet annual financial and governance compliance requirements to maintain its charitable registration with the ACNC.



As a Victorian Department of Health and Human Services funded agency, Distinctive Options must meet mandatory annual compliance requirements imposed by the Department's funding agreements. This includes client data and



reports, quality certification, as well as financial reporting.



Distinctive Options is a registered provider of a range of disability support services with the National Disability Insurance Scheme's agency. Our scope of registration includes the following approved services as listed by the NDIS:



- ☺ Exercise physiology and physical wellbeing activities;
- ☺ High Intensity daily personal activities;

- ☺ Accommodation/tenancy assistance; ☺ Therapeutic supports;
- ☺ Innovative community participation; ☺ Group and centre based activities; ☺ Specialised driving training; ☺ Participate in community, social and civic activities; ☺ Development of daily living and life skills; ☺ Assistance with travel/transport arrangements; ☺ Daily Personal Activities assistance; ☺ Assistance in coordinating or managing life stages, transitions and supports

Pending: Assist to access/maintain employment/education; Assistance with daily life tasks in a group or shared living arrangement; and Specialised supported employment.

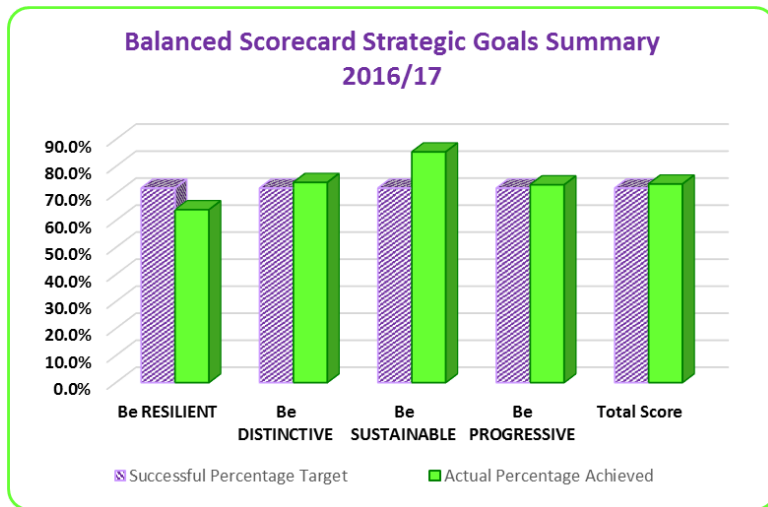


Australian Children's
Education & Care
Quality Authority

All of Distinctive Options' After School Care services must meet the quality and safety standards set by the Victorian Department of Education and Training. Our After School Care services achieved this at our first audit in 2017.



Balanced Scorecard



The Balanced Scorecard provides an opportunity to review Distinctive Options’ operational performance against the strategic goals set. The Scorecard review includes financial and non-financial performance indicators. This is the first time Distinctive Options has used a Balanced Scorecard.

The graph of the 2016/17 Strategic Goals Summary shows that Distinctive Options achieved 73.5% of the total operational

targets set. The Board established that the target for a satisfactory result would be 72% or higher. That is, if all targets were achieved, it is assumed that the Scorecard targets have been set too low.

Be Resilient: 64.0% of these targets were achieved, making this result the lowest score out of the four strategic goals, and below the 72% success rate. This is because many of these targets relate specifically to the NDIS and the changes it is bringing. Under this section, there are a number of targets around capacity building. These targets were either completed, or were in the process of being developed but were not yet completed by 30 June. Developing new Community Connect sites as support bases for customers, new After School Care services and the expansion of our Outreach Services have been part of this, along with some internal operations designed to manage the NDIS as the Scheme rolls out. Distinctive Options is on track to meet these targets in 2017/18 because of the work undertaken in 2016/17.

Be Distinctive: These targets include many that relate to best practices used by the organisation both at an operational level, as well as at a Board level, such as targets relating to customer surveys, compliments, complaints and advocacy, communication targets, governance and risk management, quality assurance and mandatory reporting requirements. Achieving 74.1% of these targets is a good first up result and slightly higher than the 72% success level. This indicates Distinctive Options’ investment in best practices, ensuring the organisation uses a range of established benchmarks to monitor its performance.

Be Sustainable: relates to Distinctive Options’ ability to remain a financially viable and sustainable organisation. Benchmarks include a range of financial ratios used in business and financial auditing. Distinctive Options achieved strong liquidity ratios, finishing with a 4.5% net profit margin. Not-for-profits much generate a profit to remain viable and to allow them to re-invest in their core community service activities. For the year Distinctive Options achieved 85.4% of the financial sustainability targets set. This shows a strong result achieved by the growth in Distinctive Options’ innovative supports, coupled with prudent financial management.

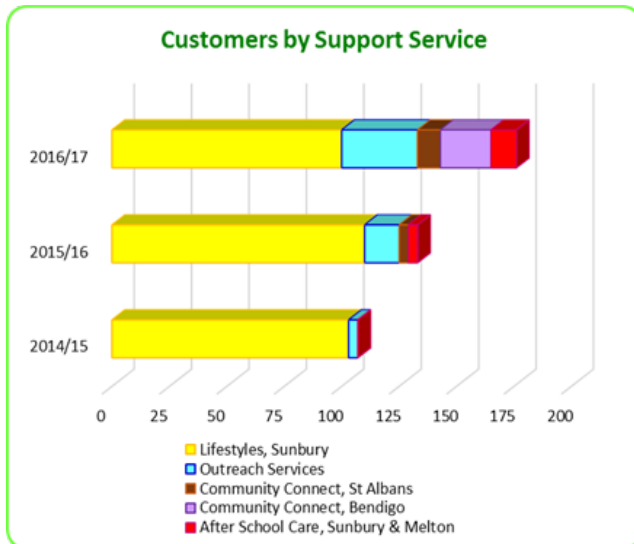
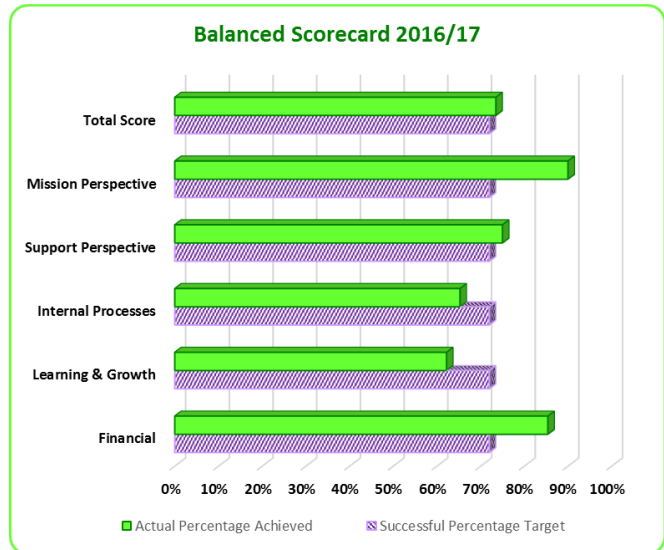
Be Progressive: Distinctive Options achieved a score of 73.2% for these targets, again slightly above the pass rate set at 72%. This section includes specific competitive advantage targets relating to services, business growth and innovation.



The second graph opposite shows each operational section of the Scorecard and its results.

Some of our other key operational indicators from the Scorecard are shown below.

Customers seeking services from Distinctive Options now come from across the region. The growth in the new Bendigo Community Connect service is obvious from the customer graph below, but there has been growth in all of the new operations. Community Connect services are more customer driven and focused supports with the local community. Customers choose what activities and supports they want, need or require and they supported from each Community Connect site to achieve their individual goals.



Some of the Lifestyles customers now prefer more of the options available through 1-on-1 Outreach Services, which is why the graph indicates a small decline in their total numbers. Many of these customers now choose supports shared across the different services. Distinctive Options total customer base however, has increased by 32.3%. This indicates the range of choice and quality support options are meeting customer needs.

KEY LIQUIDITY and VIABILITY RATIOS

	Best Practice	Our Targets	2015/16	2016/17
Underlying Result Ratio (Profit Margin)	≥ CPI	≥ 0.02%	-2.6%	4.5%
Rate of Return on Assets		≥ 3.2%	3.7%	10.7%

Distinctive Options has achieved strong liquidity and viability financial ratios in 2016/17.

An analysis of some of these ratios provides the following insight.

The two ratios measuring the effectiveness of profitability are the profit margin and the rate of return on assets. The figures above show a profit margin of 4.5%. This is well above the annual June 2017 Consumer Price Index (CPI) figure of 1.9%, plus it is a significant improvement on the previous year's loss. The rate of return of assets at 10.7% is well above the target set, it is also much better than the previous year. This ratio is useful in measuring management's efficiency in using Distinctive Options' assets to produce operating profits.

Services Overview – Rick Dunn, Executive General Manager

Sustained and continued expansion across all key operational areas indicate that the organisation remains a preferred provider of high quality supports to both present and potential service users.

Demand for our Community Connect Services has seen a 500% increase in their participant numbers over the course of the financial year. Beginning with one Community Connect house in St Albans at the start of the financial year, Distinctive Options presently offers this innovative support model from three houses with a further two houses scheduled to be operational by December 2017. Importantly, each of these houses has its own unique flavour and focus subject to the needs and aspirations of the participants involved at each location. As always, we develop the service model around the needs of participants as our starting point so that services remain truly person centred and individually focused even within a group-support environment.

The increased demand for and provision of our services in Bendigo has seen remarkable growth over the previous twelve months. The number of Community Connect and 1:1 Outreach participants in Bendigo has grown from 8 in July 2016 to more than 40 in June 2017. Distinctive Options has also experienced an increasing demand for services in Bendigo from individuals whose needs owe more to complex social, emotional and mental health issues than they do to traditional forms of intellectual disability. The NDIS enables these individuals the freedom to choose their own service provider and many are finding their way to Distinctive Options where daily practice accords with the organisations stated mission, vision and values.

Following the successful introduction of an After School Care program based at Sunbury & Macedon Ranges Specialist School, Distinctive Options established this service at the Melton Specialist School in March 2017. Working with both schools and their respective communities, Distinctive Options now provides this additional and much valued support to more than a dozen children and their families each weekday throughout the regular school year. Though the primary focus is to ensure that the children are well supported with additional learning and fun activities, a welcome bi-product has been the provision of additional respite and support to families in need.

Lifestyles in Sunbury has also undergone a period of steady growth in terms of the number of registered participants who continue to seek and enjoy meaningful and individualised supports within a group-based framework. Planning is well underway towards the establishment of Sunbury's first Community Connect house in the second half of 2017 where a group of younger service users will receive supports in independent living skill development and increased community participation and networking opportunities. Rather than replace the existing Lifestyles model, the Community Connect option will add a complimentary service stream to the already extensive range of opportunities provided at Lifestyles. We are also seeing increasing numbers of Lifestyles participants choosing to bolster their group supports with 1:1 Outreach support made possible through additional funding provided by the NDIS. We expect to see this trend expand and accelerate in the year ahead.

The many and complex challenges posed by the introduction of the NDIS remain largely in the adaptation of systems, processes, policies, procedures and the ever increasing compliance burden of what remains the single largest change to disability service provision seen in a generation.

Distinctive Options has always considered itself to be well prepared to continue to deliver services which are professionally informed, transparent and accountable and which place the person at the centre of all planning and service activity. We remain excited at the possibilities and opportunities presented by the NDIS, not just for the organisation but, more importantly, for all people with a disability and particularly for those who choose Distinctive Options as their preferred service provider.

Lifestyles, Sunbury – Carolyn Richardson, Client Services Manager

In 2016 Distinctive Options formed a partnership with MediQuest and Prioletti Consultants to provide the opportunity for participants to engage in a two-year accredited course in following:

- Year one: *Initial Adult Literacy and Numeracy* - to support the development of literacy & numeracy skills. Plus *Certificate I Transition Education* - to build up confidence and identify key skills
- Year two: *Certificate I Work Education* - to build skills for employment and participate in work placements

We now have a total of 39 participants enrolled in an accredited course of study. Participants enrolled in the *Certificate 1 in Work Education* are making preparation for their individual work placements based on their skills & preferences.



The community response in Sunbury has been most supportive with the following businesses confirming their willingness to support students in placements: Coles Sunbury; Big W Sunbury; Morgan's IGA; Collins Bookstore; Reject Shop; Fergusons Plairre cakes; Woolworths Sunbury; and Petstock Sunbury. The confidence and experience gained by every student can only benefit each individual and possibly open further opportunities. Lifestyles has 8 participants who are now funded under the NDIS. The majority of our participants will commence entering the scheme from March 2018.

At 30 June 2017 Lifestyles employed a total of 53 staff. Distinctive Options continues to offer training throughout the year to ensure our staff are highly skilled and competent delivering quality supports to our participants.

A snapshot of significant events

Our Food Cart Service continues to grow and expand so that it is now providing a weekly lunch service to the Sunbury Community Health Centre. This year Food Cart donated in excess of \$500 to the Royal Children's Hospital.



Jason Gillfillan was the 2016 winner of the Annual Michael J Hines Award for the participant who best embodies their criteria of Dignity in Adversity.

The Sunbury Story Harvesters was a new initiative that was developed within the Sunbury community. The team consists of some familiar leaders in Sunbury as well as some passionate young people and Lifestyles participants. The aim was to create short videos to post onto social media ('Humans of Sunbury' - Facebook). Participants are encouraged to participate in every aspect of the filmmaking and to contribute ideas.

Participants volunteered at Sunfest in supporting the Sunbury Community Health Centre's VANessa – our CommuniTEA van. The aim of this was to promote community conversations in Sunbury. 8 participants successfully completed a horticultural course with Macedon Ranges Council.

R&R Network had 17 visitors from a variety of groups, businesses, community groups and supports attend and discuss identified areas of information at their weekly meeting. R&R have been active in discussions with local council and have been successful in having road assessments carried out and commitment made to fix identified hazards. R&R also held a 2nd hand book sale which raised \$258 for the Red Cross.

Participants continue to attend Monthly meetings with VALID's Western Network. Lifestyles facilitated 1 group and 2 individual supported holidays.

Above is just a small snapshot of some of the achievements throughout the year. Every day participants are working towards reaching their individual goals. With support each of their goals can become a reality.

We acknowledge with great sadness the passing of participant Scott McKenna. Scott had a long standing relationship with Lifestyles. May he rest in peace.

Outreach Services – Jane O'Leary, Outreach Manager

Outreach Services have grown significantly over the last 12 months. The number of participants we support has increased from 35 to 65. This time last year, we were providing 320 hours of support per week. We are now providing 550 hours of support per week. Our geographic area has also expanded significantly and now includes Maryborough, Melton, Bacchus Marsh and Romsey. We are also providing support to a wider age range, from just 7 years old to 88 years young. Some of this growth can be attributed to the unfortunate closure of the *Radius* disability service in Bendigo last October. We had the pleasure of welcoming a number of participants who unexpectedly required an entirely new service to attend.



Due to the significant increase in the number of participants accessing Outreach Services, two Outreach Coordinators were appointed during the past 12 months. I would like to welcome Jan Loescher, based in Bendigo, and Sal Diaz, based in Sunbury, to the Outreach team. Jan and Sal have done a wonderful job in familiarising themselves with the participants and staff, working diligently to organise rosters and complete individual program plans. Their support has allowed Outreach to expand without any compromise on service quality.

The introduction of the NDIS has given our participants and their family's greater choice in the support they want to receive, thereby providing them with greater opportunities for meeting their personal goals. We currently have 16 Outreach participants registered with the NDIS. I have been working alongside our new NDIS coordinator, Melanie East, in supporting these participants and their families to navigate through the transition from DHHS funding to NDIS funding.



Jan Loescher



Sal Diaz

Over the past 12 months, we faced demand from families and funding agencies to provide time-limited programs, including a School Holiday Program that was conducted for one week in Bendigo. This was a huge success that was greatly appreciated by the funding agency and the families that accessed it. I am looking forward to providing more of these programs in the future.

As an organisation, the NDIS is allowing us to expand the range of services we can provide to families, including the provision of in-home supports like house cleaning and personal care assistance. The following 12 months will also involve increased collaboration with the Sunbury and Bendigo Community Connections houses. Participants will have the opportunity to access respite in these houses, providing them with accommodation for after hours and weekend support. The houses will also act as a setting in which participants can practice their 'living skill development', allowing us to structure supports to align with individual participant's needs, wants and goals. As the number of participants with NDIS funding grows, we expect a similar increase in the number of participants utilising these Community Connections houses.

Sal, Jan and I look forward to exploring new avenues within the Outreach Service over the coming 12 months as we continue supporting participants and their families to achieve their goals and dreams.

Corporate Services – Joanne Randall, Manager Corporate Services

Distinctive Options Corporate Services department exists to provide support to Management, Coordinators and staff across all departments. We not only strive to support departments to be a service provider of choice, but also an employer of choice with an intensive induction process and a supported staff program to promote a culture that values and supports staff to be the best they can be. Corporate Services ensures compliance with our funding bodies.



Front L-R: Sarah Quigley, Melanie East, Cathy Werner
 Back: Joanne Randall, Alex Costarelli, Sal Diaz & Lacey Heenan



Distinctive Options has had an enormous growth period over the last year in particular with the roll out of the NDIS. The Corporate Services Team has grown to keep up with increased workloads implementing Human Resources (HR) Recruitment, Inductions, Payroll, Staff support program, Information Technology (IT), Purchasing, Fleet Management, Finance and Accounts, Marketing and NDIS processes.

Thank you to the Corporate Services team for your amazing efforts and dedication over the year.



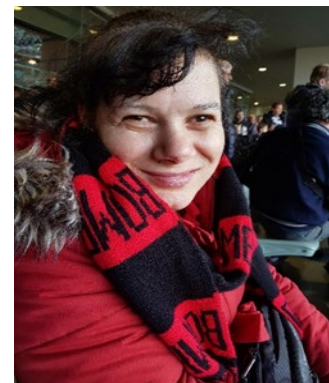
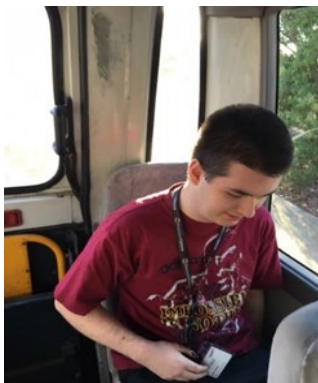
Melanie East, NDIS Coordinator, on the **National Disability Insurance Scheme**

The National Disability Insurance Scheme (NDIS) is a new initiative that commenced in July 2013 to provide support to Australians with a disability, their families and their carers. The scheme is being administered by the National Disability Insurance Agency (NDIA), rolling out in different areas across the country.



In September 2016, we received our very first NDIS participant. As the NDIA, participants, family members, providers and carers were all new to this process, it was and continues to be a learning curve for all. From September, we began to receive an increasing number of NDIS participants who lived in the rolled out areas. This allowed us to refine our processes so that we could confidently face the Loddon Region rollout. The Loddon rollout began in May 2017, providing an exciting challenge for the Community Connections and Outreach services in Bendigo. Our management and staff attended many information forums, sharing knowledge and working together, resulting in a smooth transition.

The NDIS rollout for Hume Moreland will reach our Sunbury services in March 2018, with the Brimbank rollout due to begin in October 2018. Due to the hard work put in by our staff to increase their knowledge and refine the processes, we eagerly await these developments. On the 26th of June 2017, Distinctive Options had 26 participants who had received their NDIS plans. As of the 20th of September, this has increased to 53 participants, doubling our NDIS participant numbers in just a few months. It is clear that with the introduction of the NDIS, Distinctive Options is rapidly growing and will continue to expand as many more opportunities arise.



The NDIS was developed to increase social and community participation and to provide people with a disability more choice and control over their lives. As the NDIS Coordinator, I provide support to participants and their families in the pre-planning stages of their transition to the NDIS, as well as creating and managing their quotes, service agreements and schedules of support within the implementation of their plans.

As part of my role, I work closely with our Lifestyles, Outreach, Community Connections, After School Care and Finance departments. This has ensured we are working cohesively to provide excellent quality of service, meeting our participant's goals and assisting them to reach their full potential within their provided supports.

I have learnt so much within a short time and continue to develop an extensive range of knowledge about the NDIS. I look forward to continuing to provide support to our participants and their families as they transition to the NDIS. I am excited to see what opportunities the NDIS will bring for our participants over the next 12 months.

Community Connect, St Albans – Sarah Heriot, Coordinator

We started 2017 in a new house on Lester Avenue in St Albans. This property gave us more opportunities to work on our problem solving skills. The participants themselves chose the property, attending the open for inspection and working on the rental agreement. I did not personally see the property until the later stages. I must say they have picked a gem. The Lester Avenue base does not look like much on the outside, but the warmth and depth fostered by the participants and staff on the inside is amazing. Many people have commented on how homely the property feels, with parents reporting they feel this homely environment is a better fit for their adult sons or daughters.

In 2017, we welcomed both returning and new participants, their families, and an assortment of old and new staff members. I have truly enjoyed watching the St Albans squad members mature and grow into amazing adults. It has also been a great experience to work with their family members who are so passionate about and supportive of their siblings.



We have had such a busy year this year! Our participants have done so much, including attending the Having A Say conference, creating beautiful crafts, busting a move at Zumba, hosting a Mother's Day afternoon celebration, enjoying birthday celebrations, going swimming, visiting the zoo, and catching buses, trains and trams all over Melbourne. This year has proved how competent we are at accessing places near and far using our public transport system.

On top of the growth we have seen in the each participant at St Albans, the staff have also done an outstanding job and I would like to acknowledge Mitch, Sarah Q, Kerrie-Anne, Hannah, Gail, Maureen and Tamara. They have truly broken and improved the mould of what a disability support service should look like. They have gone above and beyond the title of "Disability Support Worker" – we should rename them "All Rounders" as they have been flexible enough to give new things a try. Having such a dynamic team



at St Albans has allowed us to network participants into various programs outside of Distinctive Options. From this small service model, I have witnessed staff forming meaningful relationships with participants and families. There is nothing more pleasing for a coordinator than to be overhearing the kind of conversations the team is having with participants.

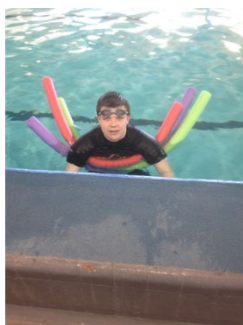
A big thank you to our CEO Ernie who jumped on board with the Community Connect project and who believed that small services can make a big difference in the community. I hope to see more community sites like St Albans and Bendigo open up in the future.

It is amazing to see how much support we receive from our social media pages. It was not that long ago we had 25 people following the Distinctive Options Facebook page – it is now a whopping 900 followers! Our audience consists of participants, their families, staff and the wider community.



From the feedback we receive, people really enjoy seeing what we all get up to at Distinctive Options. It has been a brilliant networking tool for our audience and I want to acknowledge the amazing skills held by our small volunteer group of staff that run our social media pages. Without these volunteers writing updates, posting photos and videos and answering general questions, we wouldn't be where we are at today!

They have created social media pages that give a special insight into the day-to-day running of Distinctive Options, achieving our goal of showing the community what our members get up to.



Finally, I am very excited to welcome Aimee on board as the new Community Connect Coordinator for St Albans from October, 2017. Aimee brings with her many years of experience in the disability sector, with a strong background in the NDIS and a true passion for what she does. I have no doubt Aimee is, and will be, an incredible asset to Distinctive Options and I am excited to see how she develops and grows the Community Connect

program in St Albans.

Community Connect, Bendigo – Catherine Woodger, Coordinator

New beginnings



On Thursday 27th September 2016 we welcomed our first five participants to Bendigo Community Connect services at the Wills Street site.

Participants spent the next few days choosing many of the furnishings and appliances themselves, which set the tone for the type of service we were aiming for. Community Connect Bendigo was going to provide genuine opportunities for participants to exercise choice and control. This necessitated a new way of working for staff and participants alike, as we put aside the traditional pre-set timetable and instead focussed on building choice making and communication skills. Having appointed Avalon Forman as the Bendigo Communications Coordinator, we started to incorporate visual communication tools to enable all participants to have their say. These skills have enabled participants to make changes on a

weekly, if not daily basis about what activities they wish to undertake in order to achieve their goals. One advantage of this flexibility is being able to join in any opportunities that arise at short notice.

By the end of June 2017 our service had nine employees providing support for twenty one participants across two locations. Our sudden growth was due in part to the closure of a local provider, with fifteen participants joining our service over two weeks in October/November 2016.

In January 2017 we were joined by four school leavers from Kalianna Specialist School and an additional eight participants later joined us from other providers, or had not previously engaged with any support services at all.

Community Connect services

The rollout of the NDIS to the region led to some uncertainty among participants and their families. Melanie East, Distinctive Option's NDIS Coordinator, attended numerous meetings to provide guidance and support where needed. As a relatively small service, coordinators are able to meet with participants and their families at short notice. This proved to be the case during February and March when twenty meetings were held with participants in order to create their Person Centred Plans.

Our second location at Maple St in Golden Square is ideally situated close to a corner store, the bus stop, a small shopping strip and a walking /cycling path to town. From Maple St, participants access the community every day they are there, knowing there is a house to return if the weather turns, an art class is cancelled or they are developing cooking skills in a real home kitchen.

As the administrative centre, Wills Street has come to provide the setting for participants to run self-advocacy meetings, produce the monthly newsletter and invite guest speakers from local organisations. Speakers included representatives from Bendigo Volunteer Resource Centre, Rights and Information Advocacy Centre and Sports Focus.

Partnerships were established with MIND Australia, Bendigo Foodbank, Prioletti Consultants, Phoenix FM and Bendigo Disability Inclusion Peer Network - these organisations provide participants with volunteering opportunities, education, or advice and support in their areas of expertise.



Our Community Connect services ran information sessions at Bendigo Special Development School, Our Choice Expo at Bendigo Showground and Kalianna's Post School Expo at Ulumburra Theatre. Participants attended a Communications Expo and Our Choice Expo. The Bendigo Advertiser published a story and photo about the opening of our Community Connect service in October and I joined Bendigo City Council's Disability Inclusion Peer Network. Staff members who reside in the area provided local knowledge and some had already built relationships with participants they knew previously.

I wish to acknowledge the work of all of the staff in their efforts to work with the Community Connect model. Working with such flexibility, while still keeping participants' goals at the forefront of their minds, demands a particular set of skills, but most importantly, the right mindset.

Lastly, I thank all participants and their families for choosing our Community Connect service when there are plenty of long established services in the area. Many of you have told us of the positive changes you've seen in yourself, your son or your daughter. With your support, we will continue to change and adapt in order to support your needs in 2018.

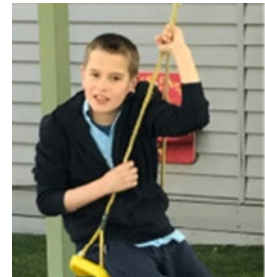
After School Care – Sarah Quigley, Coordinator



The after school care program continues to flourish. In the last twelve months, we have started a second program in Melton, more than doubled attendance rates, and are now preparing to open our third program from the beginning of 2018. Some of this growth is attributable to a steadily increasing number of families using NDIS funding to attend. With an aim to provide high quality, flexible and accountable care to children in a safe and fun environment, we have certainly achieved and exceeded this purpose. Positive feedback from families and children continues to come in, with many expressing their gratitude that there is now a place they are certain their children are safe and cared for. Encouraging stories of improvements in children’s physical, emotional and social wellbeing also endure, provided by both families and the children’s teachers at school.

In early 2017, we launched our Melton program. We have developed a very supportive relationship with Melton Specialist School who continue to champion our program, providing us with incredible resources including a beautiful sensory garden. Melton’s Educational Leader Wendy Lindsay has done a wonderful job of running the program from the start with unwavering energy and vigour. The children appear to really enjoy all of the craft activities that Wendy provides.

Attendance rates in Sunbury have increased by more than 50% since the last Annual Report, very much due to the amazing work of Educational Leader Lisa McNeil. Many of the children attending are disappointed when they are collected at night, asking their parents if they could stay just a little bit longer. Mid-2017 also brought the Assessment and Rating Process to our Sunbury program. This involved reviewing and updating the program’s Quality Improvement Plan and several weeks of auditing to ensure that we were as efficient as we could be. Incredibly, the results we received exceeded even our expectations and we now proudly display the rating certificate for all to see.



A third after school care program is already in the works, with application forms being completed and conversations taking place with the school and the families who will soon join our after school care family. We look forward to the launch and another opportunity to provide this wonderful service to so many deserving families.



Research and Development

Through our active partnerships and networks, managers and key staff members are able to keep abreast of the latest research and development that occurs across the sector throughout Australia and internationally. Distinctive Options' is a member of our peak body, National Disability Services (NDS). NDS runs many sessions on key issues affecting the sector throughout the year, and Distinctive Options' management and key staff are actively involved in these.

The CEO and some of the management team are active members of the International Initiative for Disability Leadership (IIDL). Membership countries involved in the IIDL



include Australia, New Zealand, England, Scotland, Ireland, USA, Canada, France and Sweden. In March 2017, the CEO attended the most recent IIDL conference held in Sydney. Conferences bring together disability and mental health practitioners to discuss best practice models and innovations.

The CEO is also a member of a Harvard Business Review Advisory Group and the Australian Institute of Company Directors (AICD). The Harvard Group discusses and/or mentors managers on business issues and best practices, whilst AICD provides advice and best practices relating to governance.

Impact of Government Policies

Through the transition into the NDIS, Distinctive Options has to comply with policies and regulations that relate to the National Disability Insurance Agency as a funding body, as well as the Victorian Government's Department of Health and Human Services as a funding body. The Victorian disability sector is required to meet quality assurance against the State's Disability Standards as part of the funding agreement with the Victorian Government. This means, sector organisations have regular independent audits conducted by accredited quality auditors against the disability standards. So the financial and resources burden on the sector for 'red tape' continues.

As a charity and not-for-profit company, Distinctive Options must meet the requirements imposed by the Commonwealth Government's Australian Charities and Not-for-profits Commission. On top of these, financial accounting matters must meet the requirements of the *Corporations Act 2001* and the *Australian Accounting Standards*.

Outlook for the Organisation

Opportunities for Distinctive Options to maintain or grow its services remain strong in the competitive environment. Word of mouth referrals play a strong part in the sector and Distinctive Options has a widely accepted excellent reputation as a quality service provider. The new management structure in place means the organisation has the internal resources to meet most current and future challenges as they arise, keeping in mind these are within the constraints of the size of our organisation. A professional and very competent Board provide another strong resource for Distinctive Options to remain within the current, or an expanded, niche market.

The organisation is well-placed moving forward into 2017/18 and the immediate future.



Governance and Risk Management

Internally, the Board and management play important roles in regards to governance and risk management. The use of a Balanced Scorecard that includes operational governance and risk management targets enhances this process. Distinctive Options uses best practice benchmarks to assess governance and risk management targets set in the Scorecard. Governance and risk management issues form part of the Board's meeting agenda, including minutes from the Board's Governance Committee, Audit and Risk Committee, and Strategy and Marketing Committee.

The **Audit & Risk Committee's** terms of reference are as follows:

- Review monthly financial reports and the annual budget cycle and when necessary recommend action to the Board
- Endorse the budget for Board approval and monitor expenditure
- Review the Risk Management policy and endorse for Board approval
- Review the Risk Register on a quarterly basis
- Ensure there are adequate funds and resources for DO to meet its statutory and legal obligations
- Monitor adopted liquidity and viability ratios contained within the Balanced Scorecard
- Ensure relevant legal requirements are met

The **Governance Committee's** terms of reference are:

- Review new and amended key policies prepared by management and endorse them for Board approval
- Develop a process for Board appointments and the associated recruitment of new Directors
- Develop and monitor Board-level policies which include strategic outcomes
- Appoint and hold the CEO accountable for implementing the strategic and business plan within company policy and approved budget
- Ensure the Board is functioning well, review the work of the Board and plan for succession and orientation of Board members

The **Strategy & Marketing Committee's** terms of reference are:

- Review of Vision and Mission Statements and values of the company and provide recommendations to the Board
- Oversee management's review of the current organisational membership structure and any associated recommendations regarding the recruitment of new members
- Review the marketing and community engagement plan(s) prepared by management with a view to endorse the plan(s) for Board approval
- Review business plans, new business proposals/opportunities for growing/developing DO prepared by management, ensuring alignment with strategic plan
- Review strategic and marketing implications relating to due diligence undertaken by management in respect to any new proposals and endorse for Board consideration/approval where appropriate
- Establish a process for developing and approving the strategic and business plan
- Review feedback on the quality of services for customer surveys undertaken and make recommendations to the Board

- Monitor progress towards the execution of the approved plans by quarterly monitoring of a Balanced Scorecard which assesses the operational performance against the strategic goals set

As part of the Scorecard, and for quality assurance purposes, management is required to review and update all policies relating to governance and risk management for the Board to consider. Distinctive Options' risk management policies now include an identified risk appetite for the organisation.

External quality assurance and financial auditors review and assess Distinctive Options. This is to ensure the organisation has appropriate governance in place, and that risk management is practised, monitored and minimized.

The Victorian Government's Department of Health and Human Services, as a funding body, annually assesses Distinctive Options' governance and risk management. This includes a financial viability and sustainability review.

Board of Directors

Anthony ABOUD



Anthony is an independent Director, who joined the Board in March 2013. He has over 20 years' experience in Banking and Financial Services and has held a number of senior leadership roles spanning strategy, operations, process improvement, sales, transformational change programs and customer experience. He is currently employed in the banking sector as an Executive. Anthony is completing his Masters of Business Administration.

Responsibilities: *Board Chairperson; and member of the Strategy & Marketing Committee*

Terry RODRIGUES



Terry is an independent Director who joined the Board in July 2012. He retired from the Public Service in 2015 after 24 years. During the course of his career, he was involved in operational and administrative work at two international airports. Terry originally came from Pakistan and arrived in Australia in 1990. He previously worked in the banking industry in Karachi.

Responsibilities: *Deputy Chairperson; and member of the Audit & Risk Committee.*

Patrick BELL



Patrick commenced as an independent Director in December 2016, **but resigned in May 2017**. Retired, Patrick brought a long employment history in management and business as a former CEO of commercial businesses.

Responsibilities: *Member of the Strategy & Marketing Committee.*

Ryan D'LIMA



Ryan is an independent Director, joining the Board in February 2009. He has over 25 years of operational, technical and management experience in a variety of sectors including logistics, manufacturing, emergency management, health and safety, security and environment. Ryan has a Masters in Nautical Sciences. He has experience with Federal and State government stakeholders engagement, as well as being a member of a number of committees and working groups. Currently holds a global Governance and Assurance position in the Oil and Gas industry.

Responsibilities: *Chairperson of the Governance Committee.*

Derek JONES



Derek is an independent Director who commenced in February 2016. He is a finance professional (FCPA) with a significant career in both the Public and Private sectors, including 15 years as Finance Manager and the CFO of Sustainability Victoria. Derek's areas of expertise includes financial reporting, risk management, strategic planning and compliance outcomes aligned to the organisation's strategic objectives.

Responsibilities: *Member of the Governance Committee.*

Darren QUIGLEY

Darren commenced as an independent Director in June 2014. He specialises in the fields of accounting and law and has more than 25 years of experience in Senior Financial Management roles predominantly in the public sector. Darren is a Certified Practising Accountant and has a Degree in Business majoring in accounting and law as well as a Diploma in Financial Planning. He is also a black-belt karate instructor with over 30 years' experience, and volunteers for Sunbury State Emergency Service.

Responsibilities: *Chairperson of the Audit & Risk Committee.*

Kalma TAPPIN

Kalma is an independent Director, who commenced in March 2015. She holds a Masters in Social Science from RMIT and has 13 years of experience working for the Telecommunications Industry Ombudsman. The Ombudsman's service is a statutory body. In this role, Kalma gained experience in conflict resolution, investigations, stakeholder management and quality management. More recently she was Executive Officer of the Lancefield and Romsey Community Financial Services Ltd, before stepping down to invest more time with her

family.

Responsibilities: *Chairperson of the Strategy & Marketing Committee.*

Avril WINDUSS

Avril joined the Board in February 2009 as an independent Director. Prior to this her interest has always been in the field of disability and helping those that are disadvantaged in the community. As a trained Secondary and Specialist School Teacher, Avril understands the needs of the most vulnerable members of society. With the implementation of the NDIS in Distinctive Options area she is keen to continue to endeavour that participants will be able to access all options available to them and to achieve their potential whilst working towards their

individual goals and dreams.

Responsibilities: *Member of the Governance Committee.*

(As a member of the Australian Institute of Company Directors (AICD), the CEO is able to keep the Board up to date on the latest governance best practices, developments, changes and requirements for company directors.)

Management Team

Local artist, Steven Worrell, has created the artwork below of each management team member.



Joanne Randall
Manager Corporate Services



Rick Dunn
Executive General Manager



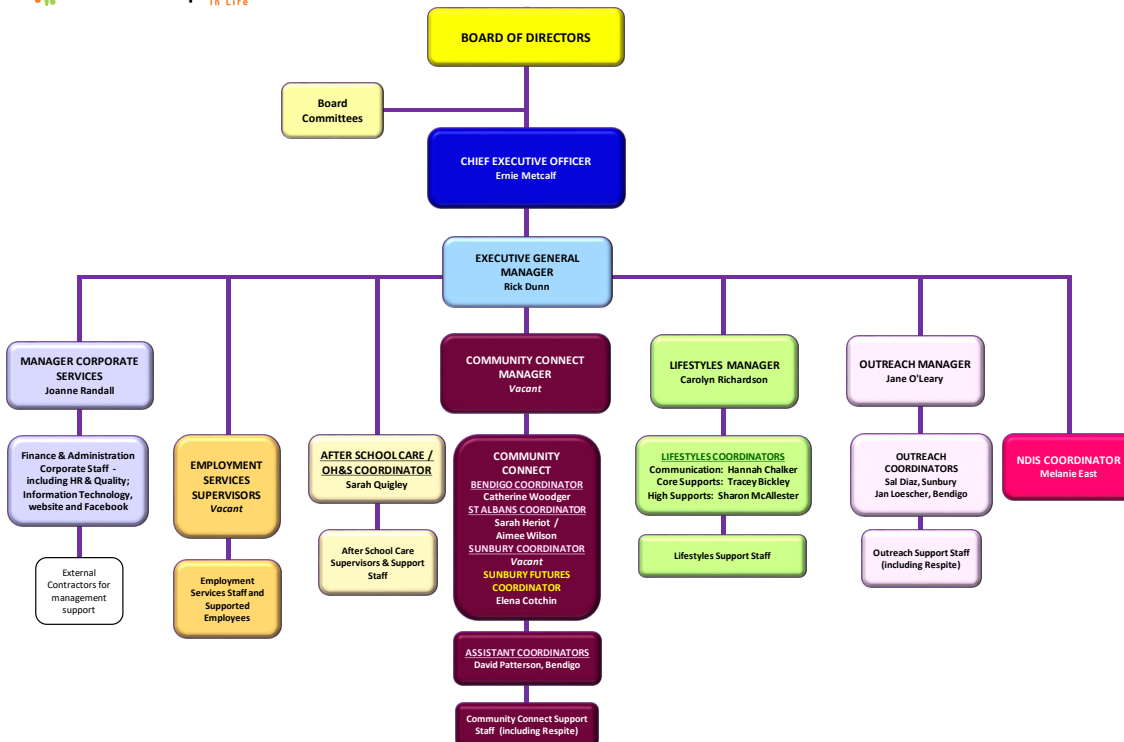
Carolyn Richardson
Lifestyles Manager



Jane O'Leary
Outreach Manager



Organisational Chart



Personnel Issues

The Scorecard for 2016/17 shows that Distinctive Options had a staff turnover ratio of **4.0%** for its full time and permanent part time staff, which is well below the target set at less than or equal to 15%. The disability sector traditionally has a high staff turnover rate. The low rate of 4% for the year indicates a level of stability in the organisation’s permanent staff as it takes on a greater support role under the NDIS.



The number of staff with excess leave entitlements reduced from 5 down to **3**, whilst the number of hours taken as sick or personal leave was **834 hours** compared to a target of less than 1,200. In part, this may mean a lesser ‘flu season’ for our staff despite media reports to the contrary, but it does suggest an indication of a reasonable result in respect to work / life balance, plus it is better performance against financial management issues.

In regards to staff training, **16 staff members undertook a range of training** during 2016/17.

At the 30 June 2017, Distinctive Options employed 101 staff members, comprising 9 full time, 38 permanent part time, and 54 casuals. There has been a steady, gradual move towards more permanent staff and less casual support staff to ensure we maintain robust quality support services.

Occupational Health & Safety

OCCUPATIONAL HEALTH AND SAFETY

DO's WorkCover Premium is lower than industry rate by

Number of lost days from WorkCover injuries to staff

Our Targets	2015/16	2016/17
> 18%	17.99%	19.40%
≤ 60 days	n/a	3

Distinctive Options was able to reduce its WorkCover Premium rate for 2016/17 so that it was **19.4% lower** than the industry rate, which

continues a positive downwards trend over the past two years.

Distinctive Options had minimal, if any, WorkCover claims for the previous year. There is of course the possibility that the industry rate for the disability sector may have been constantly climbing during this period, so this possibility needs to be factored in. All we can assess from these rates is an improved performance by our organisation. Distinctive Options recorded only **3 lost days** from minor reportable WorkCover staff injuries during 2016/17.



 **DistinctiveOptions**
In Life
Corporate Details

HEAD OFFICE:

Suite 12, 36 Macedon Street, Sunbury 3429
Telephone: (03) 9740 7100
Mail: PO Box 41, Sunbury 3429
Website: www.distinctiveoptions.com.au
Facebook: facebook.com/distinctiveoptions
After School Care: Sunbury and Melton – contact head office



Community Connect, Bendigo:

125 Wills Street, Bendigo 3550 &
12 Maple Street, Golden Square
3555
Telephone: (03) 5441 3053



Community Connect, St Albans:

12 Lester Avenue, St Albans 3021
Telephone: (03) 8597 2913



Lifestyles, Sunbury:

24 Macedon Street, Sunbury 3429
Telephone: (03) 9740 7100



Bankers: National Australia Bank, Sunbury
Bendigo Bank, Sunbury

Auditors
Financial: Seward Dawson, Blackburn
Quality: Global-Mark
Australian Children's Education & Care Quality Authority



Financial Statements

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2017

ABN 89 090 842 470	Note	2017 \$	2016 \$
Revenue	3	4,131,770	3,007,472
Employee benefit expenses		(3,158,720)	(2,436,356)
Client program costs		(122,613)	(88,459)
Rental expense		(185,663)	(121,829)
Depreciation expense		(61,345)	(68,045)
Motor vehicle expenses		(68,290)	(61,759)
Telephone		(19,342)	(8,792)
Staff amenities		(13,455)	(4,256)
Computer expenses		(77,067)	(87,053)
Consultancy fees		(14,909)	(3,896)
Training		(28,152)	(38,754)
Repairs and Maintenance		(19,957)	(10,466)
Printing		(24,047)	(16,956)
Subscriptions		(30,545)	(9,288)
Equipment Leases		(6,839)	(5,420)
Board of Management costs		(1,030)	(2,164)
Bad debts expense		-	(36,283)
Other expenses		(114,179)	(79,726)
Surplus / (Deficit) for the year		185,617	(72,030)
Other comprehensive income		-	-
Total comprehensive income for the year		185,617	(72,030)

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2017

ABN 89 090 842 470	Note	2017 \$	2016 \$
ASSETS			
Current Assets			
Cash and cash equivalents	4	1,115,510	1,117,341
Trade and other receivables	5	300,806	93,653
Other Current Assets	7	30,234	21,836
Total Current Assets		1,446,550	1,232,830
Non-Current Assets			
Plant & Equipment	6	302,137	233,991
Total Non-Current Assets		302,137	233,991
TOTAL ASSETS		1,748,687	1,466,821
LIABILITIES			
Current Liabilities			
Trade and other payables	8	216,872	206,308
Provisions	9	243,183	220,229
Other liabilities	10	46,597	399
Total Current Liabilities		506,652	426,936
Non-Current Liabilities			
Provisions	9	66,836	50,303
Total Non-Current Liabilities		66,836	50,303
TOTAL LIABILITIES		573,488	477,239
NET ASSETS		1,175,199	989,582
EQUITY			
Retained earnings		1,175,199	989,582
TOTAL EQUITY		1,175,199	989,582

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For the Year Ended 30 June 2017

ABN 89 090 842 470	Retained Earnings	TOTAL
	\$	\$
2017		
Balance 1 July 2016	989,582	989,582
Surplus for the year	185,617	185,617
Balance 30 June 2015	1,175,199	1,175,199
2016		
Balance 1 July 2015	1,061,612	1,061,612
Deficit for the Year	(72,030)	(72,030)
Balance 30 June 2016	989,582	989,582

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the Year Ended 30 June 2017

ABN 89 090 842 470	Note	2017	2016
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers, government and other funding		4,133,314	3,124,057
Payments to suppliers and employees		(4,020,886)	(3,040,534)
Interest received		15,232	27,193
Net cash provided by/(used in) operating activities	17	127,660	110,716
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payment for property, plant and equipment		(129,491)	(1,340)
Net cash used by investing activities		(129,491)	(1,340)
NET INCREASE IN CASH AND CASH EQUIVALENTS HELD			
		(1,831)	109,376
Cash and cash equivalents at the beginning of year		1,117,341	1,007,965
Cash and cash equivalents at end of financial year	4	1,115,510	1,117,341

The accompanying notes form part of these financial statements.

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Notes to the Financial Statements

For the Year Ended 30 June 2017

The financial report includes the financial statements and notes of Distinctive Options Ltd.

These financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*. Distinctive Options Ltd is a not-for-profit entity for the purpose of preparing the financial statements.

The financial statements for the year ended 30 June 2017 were approved and authorised for issue by the Board on the same date as the signing of the audit report.

1 Summary of Significant Accounting Policies

(a) Basis of Preparation

Australian Accounting Standards set out accounting policies that the AASB concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

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.

(b) Revenue

Non-reciprocal grant revenue is recognised in profit or loss when the entity obtains control of the grant and it is probably that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Donations and bequests are recognised as revenue when received.

Interest is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Revenue in relation to rendering of services is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

(c) Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

Notes to the Financial Statements For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies

(d) Leases

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

(e) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (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 included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows included in receipts from customers or payments to suppliers.

(f) Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present.

Depreciation

The depreciable amount of all fixed assets is depreciated on a diminishing value basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Depreciation is recognised in the statement of profit or loss.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Plant and Equipment	7.5% - 33%
Motor Vehicles	30%
Office Furniture and Equipment	15%
Computer Equipment	33%
Leasehold improvements	7.5% - 15%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of profit or loss.

Notes to the Financial Statements For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies

(g) Impairment of assets

At the end of each reporting period the Company determines whether there is an evidence of an impairment indicator for assets. If such an indicator exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount. Any impairment loss of a revalued asset is treated as a revaluation decrease.

Where it is not possible to estimate the recoverable amount of an individual asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand and demand deposits, together with other short-term, highly liquid investments with maturities of six months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(i) Employee benefits

Short term employee benefits

Provision is made for the Company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the undiscounted amounts expected to be paid when the obligation is settled.

The company's obligations for short-term employee benefits such as wages and salaries are recognised as current provisions in the statement of financial position.

Other long-term employee benefits

The Company classifies employee's long service leave and annual leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting report in which the employees render the related service. Provision is made for the company's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wages and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss classified under employee benefits expense.

Notes to the Financial Statements For the Year Ended 30 June 2017

1 Summary of Significant Accounting Policies

(j) Comparative figures

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

(k) Economic dependence

The Company is dependent upon the ongoing receipt of Federal and State Government grants to ensure the ongoing continuance of its programs. At the date of this report management understand that the National Disability Insurance Scheme will lead to a reduction of Federal and State Government Grants. However management have no reason to believe that its programs will be unable to continue.

(l) Adoption of new and revised accounting standards

The AASB has issued new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods. The Company has decided not to early adopt these Standards.

2 Critical Accounting Estimates and Judgments

The directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

**Notes to the Financial Statements
 For the Year Ended 30 June 2017**

ABN 89 090 842 470

	2017	2016
	\$	\$
3 Revenue and Other Income		
Revenue		
- Operating grants from Government	3,434,606	2,511,621
- Client fees	645,282	439,579
- Rent received	11,576	13,895
- Donations	548	684
- Interest income	15,232	27,195
- Other income	24,526	14,498
Total Revenue	4,131,770	3,007,472
4 Cash and Cash Equivalents		
Cash at bank and in hand	479,073	486,231
Short term deposits	636,437	631,110
	1,115,510	1,117,341
5 Trade and Other Receivables		
CURRENT		
Trade receivables	187,161	104,173
Provision for impairment	(33,984)	(36,200)
Other receivables	147,629	25,680
	300,806	93,653
Impairment of receivables		
Reconciliation of changes in the provision for impairment of receivables is as follows:		
Balance a beginning of the year	(36,200)	(5,402)
Charge for the year	2,216	(36,283)
Written off	-	5,485
	(33,984)	(36,200)

Notes to the Financial Statements
For the Year Ended 30 June 2017

ABN 89 090 842 470

6 Plant and Equipment
Plant and equipment

At cost	125,746	125,746
Accumulated depreciation	(114,966)	(111,909)
Total plant and equipment	10,780	13,837

Motor vehicles

At cost	459,446	404,760
Accumulated depreciation	(359,632)	(331,606)
Total motor vehicles	99,814	73,154

Office equipment

At cost	320,235	318,817
Accumulated depreciation	(224,463)	(207,790)
Total office equipment	95,772	111,027

Computer equipment

At cost	275,069	244,342
Accumulated depreciation	(231,961)	(221,064)
Total computer equipment	43,108	23,278

Lease improvements

At cost	88,189	45,608
Accumulated depreciation	(35,526)	(32,913)
Total lease improvements	52,663	12,695

302,137 **233,991**
(a) Movements in carrying amounts of plant and equipment

Movements in the carrying amounts for each class of plant and equipment between the beginning and the end of the current financial year:

2017	Plant and	Motor Vehicles	Office	Computer	Lease	TOTAL
	Equipment		Equipment	Equipment	Improvements	
	\$	\$	\$	\$	\$	\$
Balance at the beginning of year	13,837	73,154	111,027	23,278	12,695	233,991
Additions	-	54,687	1,419	30,803	42,582	129,491
Depreciation expense	(3,057)	(28,027)	(16,674)	(10,973)	(2,614)	(61,345)
Balance at the end of the year	10,780	99,814	95,772	43,108	52,663	302,137

**Notes to the Financial Statements
 For the Year Ended 30 June 2017**

ABN 89 090 842 470

	2017 \$	2016 \$
7 Other Assets		
CURRENT		
Prepayments	30,234	21,836
	30,234	21,836
8 Trade and Other Payables		
CURRENT		
Trade payables	18,867	35,271
GST payable	76,759	65,209
Payroll liabilities	121,246	105,828
	216,872	206,308
9 Provisions		
Employee Benefits		
CURRENT		
Annual Leave	113,221	105,059
Long Service Leave	129,962	115,171
	243,183	220,230
NON-CURRENT		
Long Service Leave	66,836	50,303
10 Other Liabilities		
CURRENT		
Unearned income	46,597	399
	46,597	399
11 Operating Lease Commitments		
Minimum lease payments under non-cancellable operating leases:		
- not later than one year	119,951	122,126
- between one year and five years	64,890	173,970
Total Supplies and Consumables	184,841	296,096

Operating leases have been taken out for 36 Macedon Street, Sunbury 3429, 125 Wills Street, Bendigo 3552 and two photocopiers. Lease payments are increased on an annual basis to reflect market rentals.

Notes to the Financial Statements For the Year Ended 30 June 2017

ABN 89 090 842 470

12 Members' Guarantee

The Company is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$20 each towards meeting any outstanding obligations of the Company. At the 30 June 2017 the number of members was 7 (2016: 8).

13 Key Management Personnel Disclosures

Any persons having authority and responsibility for planning, directing and controlling activities of the company, directly or indirectly, including any director (whether executive or otherwise) of the company is considered key management personnel (KMP).

The total remuneration paid to key management personnel of the Company for the financial year ending 30 June 2017 is \$466,316.

14 Related Parties

Other related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel individually or collectively with their close family members.

The company has had no transactions with related parties during the year.

15 Contingencies

In the opinion of the Directors, the Company did not have any contingencies at 30 June 2017 (30 June 2016: None).

16 Financial Risk Management

(a)

The company's financial instruments consist mainly of deposits with banks, short-term investments, and accounts receivable and payable. The carrying amounts for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows.

(b) Fair values

	2017 \$	2016 \$
Financial Assets		
Cash & cash equivalents	1,115,510	1,117,341
Trade and other receivables	300,806	93,653
Total financial assets	1,416,316	1,210,994
Financial Liabilities		
Trade and other payables	216,872	206,308
Total financial liabilities	216,872	206,308

**Notes to the Financial Statements
 For the Year Ended 30 June 2017**

ABN 89 090 842 470

	2017 \$	2016 \$
17 Cash Flow Information		
(a) Reconciliation of result for the year to cash flows from operating activities		
Reconciliation of net income to net cash provided by operating activities:		
Surplus / (deficit) for the year	185,617	(72,030)
Cash flows excluded from profit attributable to operating activities		
Non-cash flows:		
- depreciation	61,345	68,045
- impairment of receivables	(2,216)	30,798
Changes in assets and liabilities, net of the effects of purchase and disposal of subsidiaries:		
- (increase) / decrease in trade and other receivables	(204,937)	(41,650)
- (increase) / decrease in prepayments	(8,398)	8,712
- (increase) / decrease in trade and other payables	10,564	69,301
- (increase) / decrease in provisions	39,487	47,540
- (increase) / decrease in other liabilities	46,198	-
Cash flow from operations	127,660	110,716

18 Events Occuring After the Reporting Date

No adjusting or significant non-adjusting events have occurred between the reporting date and the date of authorisation.

19 Company Details

The registered office of the company is:
 Distinctive Options Ltd
 Suite 12, 36 Macedon Street
 SUNBURY 3429 VICTORIA

Directors' Report & Declaration

Your Directors present their report on the company for the financial year ended 30 June 2017.

Principal Activities

Distinctive Options principal activities are to provide viable and sustainable disability support services to people, in line with the organisation's Constitution and as a registered public benevolent institution (charity) and a deductible gift recipient.

Short and Long Term Objectives

Under Distinctive Options' Strategic Plan, its short and long term objectives are centred on the strategic intent to "grow our services to assist and empower those we support, helping them achieve their potential to gain equality and inclusion in the community".

Strategy for Achieving the Objectives

Distinctive Options strategy for achieving the objectives is contained within the organisation's Strategic Plan around four key pillars, being, be resilient, be distinctive, be sustainable and be progressive. Within the Strategic Plan, Distinctive Options has 9 key strategic objectives which underpin these four pillars.

Performance Measures

The organisation uses a Balanced Scorecard to measure operational performance against the strategic objectives. A summary of the results from the Balanced Scorecard are contained in the Annual Report. Some of these performance measures are based around maintaining and growing Distinctive Options competitive advantage.

Members' Guarantee

Distinctive Options Ltd is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$ NIL for members that are corporations and \$20 for all other members, subject to the provisions of the company's constitution.

	2013/14	2014/15	2015/16	2016/17
Members	9	8	8	7

At 30 June 2017, the collective liability of members was \$140 (2016: \$160).

Board of Directors

Director	Appointment Date	Current Term Expires
Avril WINDUSS	05-February-2009	At the 2017 AGM
Ryan D'LIMA	05-February-2009	At the 2017 AGM
Terence RODRIGUES	04-June-2012	At the 2017 AGM
Anthony ABOUD	12-March-2013	At the 2018 AGM
Darren QUIGLEY	06-June-2014	At the 2019 AGM
Kalma TAPPIN	16-March-2015	At the 2017 AGM
Derek JONES	23-February-2016	At the 2018 AGM

Details and skills relating to each Director are included in the Annual Report under Board of Directors contained in the Governance and Management section.

Directors' Report and Declaration For the Year Ended 30 June 2017

Other Items

The CEO is Distinctive Options' appointed company secretary.

Meetings of Directors

During the financial year, 29 meetings of Directors (including committees of Directors) were held. Each Directors' attendance rate at meetings is as per the following chart.

Director	BOARD		COMMITTEES					
	Directors's Meetings		Audit & Risk		Governance		Strategy & Marketing	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Chairperson								
Anthony ABOUD	11	10			1	1		
Deputy Chairperson								
Terence RODRIGUES	11	10	7	6	1	1		
Directors								
Patrick BELL (resigned)	3	2					5	5
Ryan D'LIMA	11	10			6	4		
Derek JONES	11	10			6	6		
Tony KILEY (retired)	6	5						
Darren QUIGLEY	11	11	7	7				
Kalma TAPPIN	8	7					5	5
Avril WINDUSS	11	9			6	6		

Board meetings are held generally on the 4th Tuesday of each month, commencing at 6:30pm, at the head office, Suite 12, 36 Macedon Street, Sunbury.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2017 can be found on page 49.

Directors' Report and Declaration
For the Year Ended 30 June 2017**Directors' Declaration**

In the opinion of the Directors of Distinctive Options Ltd:

- a) The financial statements and notes of Distinctive Options are set out in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:
 - (i) Give a true and fair view of its financial position as at 30 June 2017 and of its performance for the financial year ended on that date; and
 - (ii) Complying with *Australian Accounting Standards – Reduced Disclosure Requirements* (including the Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Act 2012*; and
- b) There are reasonable grounds to believe that Distinctive Options Ltd will be able to pay its debts as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2012*



Director



Director

Dated this 16th day of November 2017

Auditor's Report & Declaration

SAWARD / DAWSON

chartered accountants

Distinctive Options Ltd

ABN: 89 090 842 470

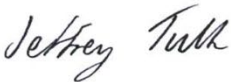
Auditors Independence Declaration

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been no contraventions of:

- a. the auditor independence requirements of the 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b. any applicable code of professional conduct in relation to the audit.



Saward Dawson

Jeffrey Tulk
PartnerBlackburn
Dated: 16 November 2017

20 Albert Street / PO Box 256
Blackburn Victoria 3130
T: +61 3 9894 2500
F: +61 3 9894 1622
contact@sawarddawson.com.au
www.sawarddawson.com.au

PRINCIPALS: Bruce Saward FCA Peter Shields FCA
Joshua Morse CA Jeff Tulk CA
Directors: Cathy Braun CA Jeff Davey FCA
Marie Ickeringill SSA Matthew Stokes CA
Murray Nicholls CA Vicki Adams CA CPA CFP®

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Distinctive Options Ltd

ABN: 89 090 842 470

Independent Audit Report to the members of Distinctive Options Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a general purpose - reduced disclosure financial report of Distinctive Options Ltd, which comprises the statement of financial position as at 30 June 2017, 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 managements' assertion statement.

In our opinion, the accompanying financial report presents fairly, in all material respects, including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2017 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis of 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 Division 60 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.

Responsibilities of Management and Those Charged with Governance

The board are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as they 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 board is 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 board either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

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Distinctive Options Ltd

ABN: 89 090 842 470

Independent Audit Report to the members of Distinctive Options Ltd

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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' 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 Company'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 Company to cease to continue as a going concern.

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Distinctive Options Ltd

ABN: 89 090 842 470

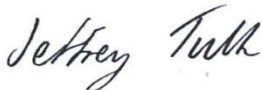
Independent Audit Report to the members of Distinctive Options Ltd

- 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 the directors 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.



Saward Dawson



Jeffrey Tulk

Blackburn VIC

Dated: 16 November 2017

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