# ORANGE SKY AUSTRALIA







Annual Report 2016-2017



### **MEET CHRIS**

In my younger years, I spent seven years working for the US Navy on a nuclear carrier. This was during the 90s and because the work was so intense, you could make over \$100,000 a year. It was really hard work with long days but a great way to see the world while I was young. I loved this life right up until the day I met my wife. It was a life-changing moment that made leaving the navy easy. I had many amazing years with my true love and re-trained to become a chef. My life seemed to be turning out alright but suddenly everything changed with the death of my wife. This sent me into a tailspin and forced me into alcohol addiction and unemployment. This went on for many years in the US until finally, I decided I needed a change. I flipped a coin to see if I would move to New Zealand or Australia. I moved to Melbourne for nine months and now find myself in Brisbane. At this stage in my life, I am sleeping on the street but feel safe where I am. I have dealt with my drinking issue and am now working towards my next step in life. I access Orange Sky laundry and showers about twice a week and enjoy the interaction. It is just what I need at this stage in my life.

### INTRODUCTION

There's no doubt that clean clothes make all of us feel better about ourselves, but the major impact of Orange Sky does not rely on washers spinning or dryers tumbling. It happens through the hours of conversation that take place on our six orange chairs at every one of our shift locations around Australia. Each week, thousands of volunteers put other parts of their life aside to create a positive connection with our friends on the street through genuine and non-judgemental conversation. The focus is on creating a safe, positive and supportive community for people who are too often ignored or feel disconnected from society.

We pride ourselves on keeping our service simple; regular and reliable access to free laundry and shower services, and an opportunity to connect with people ready to listen. Our mission no longer mentions the word 'laundry,' because in our eyes, it's not the most important part of our service. Our focus is to positively connect communities.

### MISSION AND VALUES

### **POSITIVELY CONNECTING COMMUNITIES**

### PASSION & FOCUS

We feel incredibly lucky to help improve the lives of others.

### IMAGINATION & INNOVATION

We take pride in our ability to solve problems through invention and creativity.

### COLLABORATIVE PARTNERSHIPS

We succeed through sharing ideas, challenges and resources.

### ENERGY & DRIVE

We value initiative and the willingness to do whatever it takes to get stuff done.











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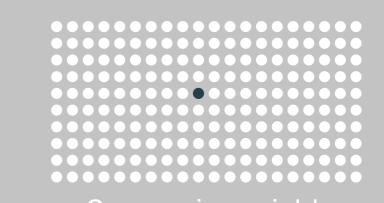
### HOMELESSNESS IN AUSTRALIA

There are currently 105,237 people in Australia who are homeless.

25% (or 26,744) are Aboriginal and Torres Strait Islander Australians



56% Male 44%
Female



On any given night in Australia 1 in 200 people are homeless



There are
17,845
children under
10,with 402
children
sleeping out.

Source: www.homelessnessaustralia.org.au

### A LIFE ON THE STREET

### Let us introduce you to Topsy.

She is a Sydney girl, born and bred, but you'd almost never guess. She speaks with an acquired American accent, which is both endearing and effortlessly cool. Topsy has always loved the outdoors and the sense of freedom and adventure it brings. She now lives a quiet life in Brisbane, but for a large period of time, things couldn't have been more different.

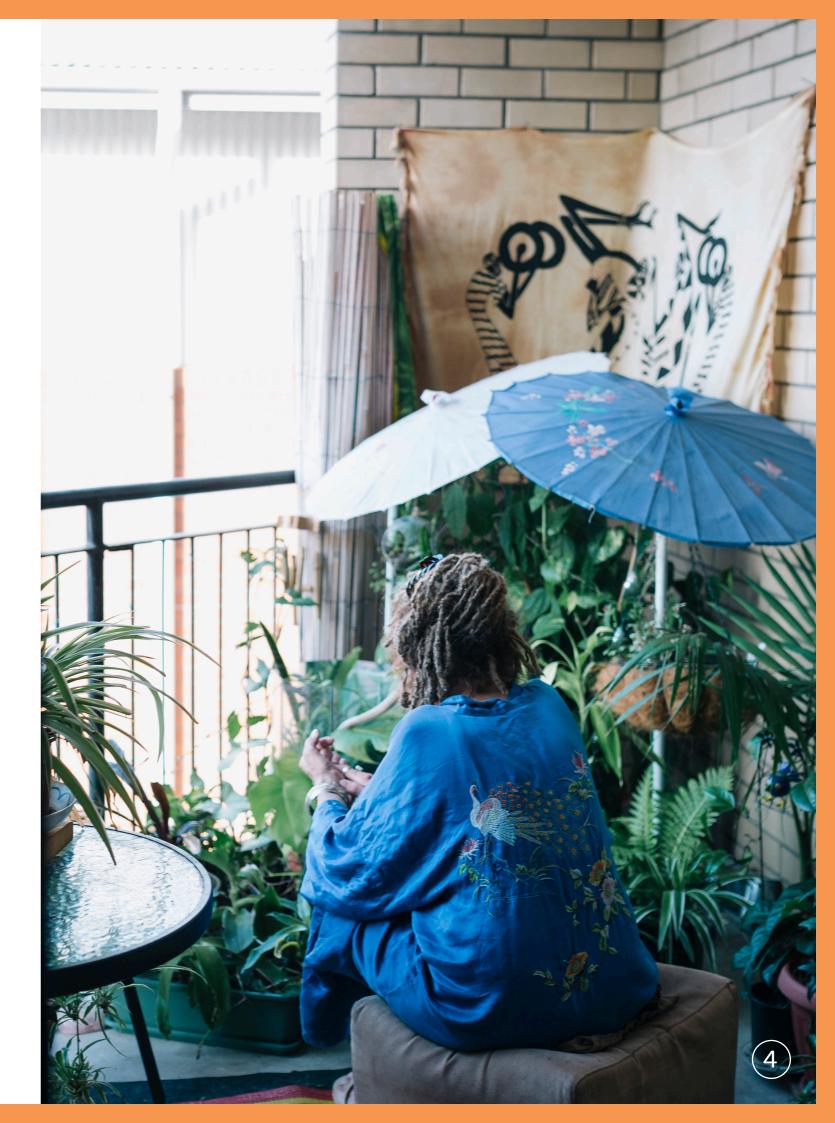
Topsy experienced nearly 30 years of homelessness and exclusion on the streets of San Francisco. During that time, she collected rich stories as well as many permanent tears.

"I've met homeless people who were dancers, teachers, nurses, even a bishop... Homelessness didn't define any of these people, and I amassed some amazing experiences with many amazing individuals," she said.

Topsy has experienced more than most – homelessness, domestic violence, poverty, drug use and illness. Yet she has a way of relaying her story with poise and candour, and describes in such vivid terms what it's really like to spend close to three decades without a place to call home.

"In America, having been homeless myself for quite a number of years, you feel very alone... even though there's a lot of people that know each other," she said.

"It's lonely days, lonely nights, it's becoming very wary of people. There are times when you can hear a car door close or a front door close, and it can bring tears to your eyes."



### **CO-FOUNDER'S REPORT**

Conversations shape who we are. We all have conversations every single day. In the car, on the phone, face to face; every single conversation that we have helps form who we are and our perspective on the world. There have been a few conversations this year that have really summed up what it means to be part of Orange Sky.

It was the very first day of testing our first shower van in Brisbane. It felt like Déjà vu to a few years earlier when Nic and I took Sudsy (our first van) to the exact same park. On that day, we actually broke both the machines and let down Jordan, our first ever friend, who wanted his clothes washed. We were confident that it wouldn't happen again, however in the back of our minds, were nervous that something would go wrong.

Dave, a guy that we knew really well, came along asked if he could have a shower. We obliged, Dave jumped in and emerged 15 minutes later stoked with the entire experience.

A few minutes later, a lady named Tracy asked if she could have a shower. Now the nerves really kicked in; Tracy had hung around for the last six months or so and never washed her clothes, but now wanted to have a shower. Nervously, we handed her a towel and told her to take as long as she wanted. The next 20 minutes were probably the longest of our lives. There were so many unknowns, she was only the second person to ever use this shower. We couldn't let her down, especially as it was the first time she had used any Orange Sky service.

When she emerged, we nervously asked her how it was. Her response blew us away, "Boys, in the last three years of living on the streets, I have never felt so safe. Being alone in that shower without fear was wonderful."

Nic and I were both speechless, but we also reached a huge realisation that something as simple and as overlooked as a shower could have such a tremendous impact in more ways than one.

The second conversation that summed up this year was with one of our newest volunteer service managers at our Service Manager Summit. This volunteer is a judge, well respected, and we were perplexed at how he had the time to volunteer with Orange Sky. I had to ask why he wanted to volunteer and he told me this story.

"The first time I met a homeless person, I was actually arresting him for trespassing. I was a copper on the Sunshine Coast and this guy, Graham, was caught sleeping underneath someone's house in a quiet suburban street. When I was arresting him, I asked him why he chose that particular house – there were so many other houses in the street that he could have chosen without anyone there. He said 'I chose the house with the lights on because hearing the footsteps above reminded me of my family."

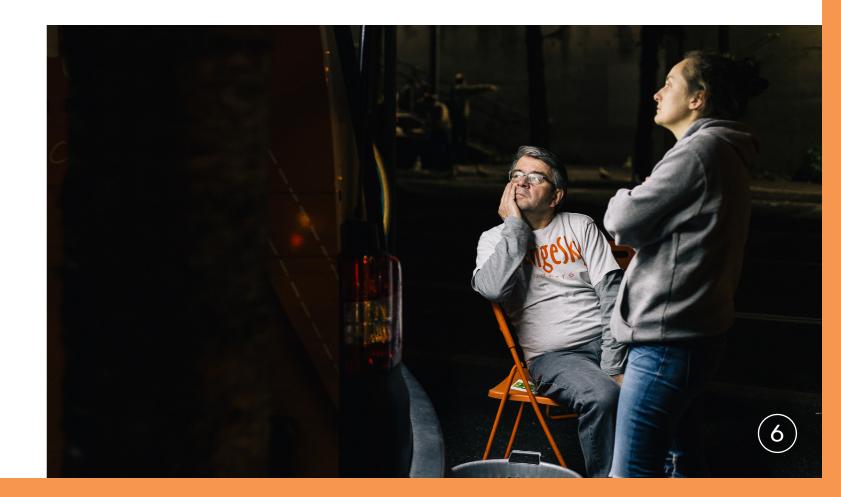
Orange Sky is family and every load of washing, safe hot shower and conversation that we have strengthens and builds that family and helps us positively connect the community.

**Lucas Patchett** Co-Founder

### **A VOLUNTEER PERSPECTIVE**

"I had the pleasure of meeting Michael roughly three months ago on the Tuesday morning Mermaid Beach service. He was selective with who he interacted with, but we got to know each other quite well over this time. Formerly a successful business man (managing a chain of butcher stores), Michael lost his way in a messy divorce. He lost his business, wife, child and his mental health. He was using all the remaining money he had to pay legal fees to see his daughter, Charlie, again. As such, Michael found himself depressed and living in his car. It was a far cry from his previous life. At our first meeting, he was very down on his luck. His only enjoyment was skateboarding fast for the feeling of freedom and liberation. Instead of driving to the service, I also used my skateboard as I lived nearby, so we immediately hit it off. At the time, he could see no future. The step-wise transformation over the coming months (albeit not always smooth) was a privilege to be involved in. Michael had two pillars of recovery: no drugs or alcohol, and continuing with physical exercise for mental resilience. Together we shared and celebrated each achievement; finding purpose, motivation, mental clarity, clearing debt, finding work and a house to live in. The sharing wasn't focused on the six orange chairs, rather laps of the carpark on our skateboards. Michael would tick off his attendance with me for rehabilitation courses so that when the time came, he could be the best father possible for young Charlie. He rediscovered his passion for being a butcher and secured a terrible job cleaning up fat trimmings off the floor, but he loved it and progressed to a better role. He achieved financial stability and secured a six month house to live in. I said goodbye to Michael incredibly proud of his tremendous rebound from a hard fall into homelessness. He is a character who inspired me and I will not forget anytime soon."

- Gold Coast Volunteer.



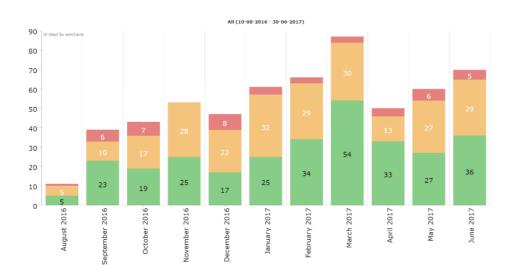
### **CEO'S REPORT**

In the 2017 financial year, Orange Sky Laundry Inc. transitioned to Orange Sky Australia Ltd, moving from a legal structure of an incorporated association to a Company Limited by Guarantee. The change is a necessary part of our growth, due to our increasing number of assets and the diversity of locations where we operate. It's also because we want to continue building our reputation and strong public perception. There have been lots of exciting changes to our branding. For instance, we talk more about positively connecting communities and less about laundry and showers. We try to avoid the label 'homeless' as people are individuals and can't or shouldn't be categorised this way. We feel strongly about helping any person in need and respecting their individuality.

### **REGULAR WASH CYCLE**

This year we rolled out eight new services; four laundry vans in Hobart, the Central Coast of New South Wales, Perth South and Wollongong, as well as three shower vans in Brisbane, Melbourne and Sydney. At 30 June 2017, our ever expanding fleet of 17 vehicles had completed 34,508 loads of washing and provided 1076 showers for our friends on the street.

Significant improvements in operational safety and technology have accompanied the rapid growth of the past 12 months. Incident reporting has become part of the culture of Orange Sky since 'Safetember' was launched in 2016. At Orange Sky, we classify incidents on the traffic light scale and the following data was received for the last financial year.



On every Orange Sky shift, the Orange Sky App is used to capture volunteer information, as well as the number of cycles of laundry and showers provided to our friends on the street. The App is now part of the culture, with 100 percent of shifts logging into it every week.

Another key technology improvement has been the launch of the Orange Sky Portal. The Portal allows all volunteers to access resources like policies, procedures and operational videos, view FAQs, adjust their availability, see information about their shift and facts about their service.

The growth that we have experienced and the tools we have developed in the past 12 months are a credit to our team. Ours is a simple but powerful model. A couple of volunteers pick up a bright orange van and drive it to a location where our friends on the street feel safe, comfortable and respected with a service partner. More volunteers meet the van at location and share genuine conversations on our six orange chairs, while we provide a free mobile laundry and shower service to our friends. Two hours and many chats later, the van is driven back to base by volunteers. Is it a wonderfully rich and positive experience that is repeated 123 times a week, every week around Australia.

In the year ahead, we will build new vehicle configurations such as the 'Hybrid' Laundry and Shower van and an off-road vehicle which will be trialled in remote indigenous communities to help with hygiene related health issues.

### **OTHER CYCLES**

In March we were fortunate enough to be able to respond to many people affected by Cyclone Debbie. Nearly 10 tonnes of laundry were washed by Orange Sky volunteers over 12 days from as far north as Airlie Beach right down the Queensland coastline to Lismore in Northern New South Wales. It was astonishing to see how the simple act of washing and drying people's belongings in the chaos of a natural disaster helped to restore some sense of normality to hundreds of lives.

Orange Sky also participated in two Tour De Cure events this year, helping raise money for cancer by washing and drying the many sets of lycra belonging to the cyclists who journeyed from Orange to Sydney, and then from Mt Hotham to Launceston.

This year also saw the consolidation of Social Impact Washing (SWASH), where we are employing some of our friends on the street to wash and dry items on a commercial basis for a variety of sporting clubs and local businesses. This is a model that is scalable around the country and we have won grants in several locations to build SWASH capability into 2018.

### **OUR PEOPLE**

#### **EMPLOYEES**

Orange Sky Australia's employee team has grown significantly in the last year. As of 30 June 2017, we employed 18 permanent staff (45 percent female and 55 percent male), an increase of 200 percent from 2016. We are excited to announce that the cofounders of Orange Sky, Nicholas Marchesi and Lucas Patchett, transitioned from being unpaid volunteers to permanent employees of the organisation as of 1 July 2017. Based on the 2017-2018 strategy, Orange Sky plans to increase its employee workforce a further 94 percent by the end of June 2018 (35 staff total), with a particular emphasis on increasing our capacity in fundraising, marketing and safety.

Orange Sky experienced a 16.7 percent staff turnover rate during last year, which we are addressing through improved attraction and retention strategies. In early 2017, we recognised the growing professionalism of our workforce and conducted a salary benchmarking exercise to determine Orange Sky's competitiveness in the not-for-profit market. Subsequent to this, 56 percent of employees received pay rises to ensure they were remunerated in line with the 50th percentile (median) of not-for-profit organisations. Moving forward, all new employees of Orange Sky will be remunerated according to this benchmark (at a minimum) to improve our ability to attract and retain talented people.

#### **VOLUNTEERS**

To meet the demands of the seven new services launched this year, our volunteer workforce has increased 98.5 percent since 2016. As of 30 June 2017, our volunteer numbers were 790, up from 398 the previous 12 months earlier.

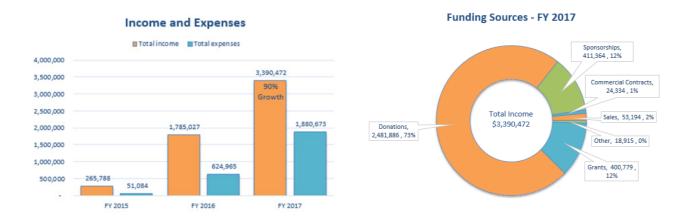
An organisational-wide survey conducted in August 2016 revealed that the majority of Orange Sky volunteers had joined the organisation as a way to give back to their community, to meet new people and connect with people experiencing homelessness. Volunteer growth and retention will continue to be a priority for 2018, with another large scale survey being conducted to identify areas of improvement for volunteer retention, reward, training and service delivery.

#### TRAINING

Orange Sky Australia launched Mental Health First Aid in September 2016 as a fundamental training program for all staff and volunteers. Over the first 10 months of offering this program, we helped 226 Orange Sky volunteers become accredited Mental Health First Aiders across QLD, NSW, VIC, ACT, TAS, WA and SA. This translates to 2.5 Mental Health First Aid trained volunteers on every shift who can respond to mental health problems and crisis in the community. As a result of Orange Sky's commitment to increasing mental health literacy among the community, we were granted a Gold Award by Mental Health First Aid Australia in the category of large workplaces (501 + workforce). Orange Sky will continue to prioritise Mental Health First Aid in their learning and development strategy for 2018 and will work with other community service organisations to provide additional training based on identified gaps in volunteers' knowledge and skills. New learning and development programs to be introduced in the next year will be centred around Domestic and Family Violence, Handling Challenging Behaviours, First Aid and CPR.

#### **FINANCIAL RESULTS**

After the phenomenal growth we experienced last financial year, we were fortunate to continue that momentum and receive an income this financial year of \$3,390,472. This is an increase of 90 percent over the 2016 financial year. The support we've received from the public and our sponsors has enabled us to further expand our services and positively connect a larger number of people experiencing homelessness, the cost of which was \$1,880,673 for the 2017 financial year.



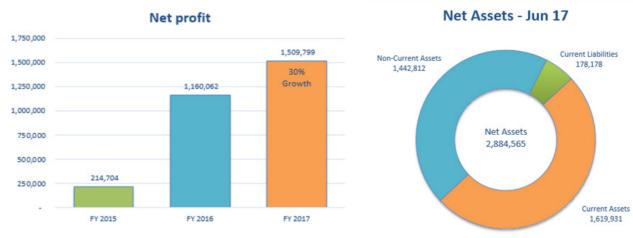
It is humbling to see how many people entrust us with their donations – a responsibility that we take very seriously. Our net profit for the 2017 financial year of \$1,509,799 (2016: net profit \$1,160,062) will ensure Orange Sky can continue to provide a consistent and reliable service for our friends on the street well into the future. In addition, it will allow us to invest in research and development to enable us to help people in regional and remote parts of the country.

Throughout 2017, we have focused on implementing scalable systems and a sustainable operating model. Our financial processes are robust with strict controls, yet innovative to ensure efficiency.

As we have moved from a start-up phase into the growth phase, our total assets have increased by 113 percent to \$3,062,743 as at June 2017.

It is anticipated that our services will continue to grow throughout 2018, both in number and capacity.

I wish to sincerely thank our contributors, both large and small, for supporting us this year. Whether it was in a financial or volunteer capacity, we would not be where we are today without your generosity and belief in our mission to positively connect communities.



We all suffer from loneliness and isolation at some point in our lives and it is possible for any of us to become homeless. The absence of safe and permanent shelter makes life more difficult, so does the absence of human contact. Our service is simple - we provide clean clothes and conversations. The people we support are special to us, each of them is irreplaceable.

Jo Westh

### THE BOARD

This financial year was another extraordinary year of growth at Orange Sky and the board continued to respond well to all challenges thrown up. The transition to a Company Limited by Guarantee was finalised and will trigger a restructure of the team. This will be to set us up for the future - including international operations, a continued diversification of revenue streams and staff members all over the world.

### **LUCAS PATCHETT**

Chairperson & Co-founder

Lucas is part way through a Mechanical Engineering and Commerce degree at the University of Queensland. This year has led to Lucas taking a lead role in the Brand & Communications team. A focus on storytelling and challenging stereotypes of homelessness has resulted in some incredible content. Nic and Lucas present jointly to interest groups, media, schools and clubs to tell the story of Orange Sky and to dispel myths about homelessness.

### **NICHOLAS MARCHESI**

Vice Chairperson & Co-founder

A 22-year-old entrepreneur, Nic has been instrumental in the growth of Orange Sky. He has taken a lead role in the vehicle build, research and development team as well as sourcing and maintaining corporate partners. After finishing school in 2011, Nic worked as a camera operator and editor for Channel 7 before moving into consulting for fast growing start-ups in Europe and the US.

### **JO WESTH**

Non-Executive Director

Jo has 30 years experience as a Senior Partner and subsequently as a Director and General manager in two management consulting firms. Her specialisation is in organisational strategy and growth, and her experience spans in both the for profit and non-profit sectors. She is also currently a Director of a NFP interested in the education of children in Cambodia. Jo took the reins of Acting CEO for Orange Sky in June 2016 and was voted in as full time CEO in September. Her passion, experience and expertise prove invaluable in the continued growth and evolution of Orange Sky.

#### **BRANDON NABER**

Non-Executive Director

US born but soon to be Australian native, Brandon has worked with fast growing tech start-ups including Linkedin, Twitter and Dropbox. 2017 saw him relocate to Singapore with his current position, looking after the sales team for Flare HR. Brandon has been building world class teams for a number of years and also spent seven months as a Team Leader for the Thursday night shift in Sydney. He continues to spend time each month mentoring Lucas and Orange Sky's Head of Operations, David Tubb.

### **ROB TULLY**

Non-Executive Director

Rob is a result-oriented and self-motivated business professional with more than 20 years experience in fast-paced, highly demanding manufacturing, health care, hospitality and cleaning industries. With a proven record in sales and operations management as well as product development, Rob is a key part of the Orange Sky team. He shares the organisation's ethics and values, and his experience and contacts in the industry coupled with his sales and technical skills help Orange Sky grow into the future.

### **CAROLYN KIRK**

Non-Executive Director

Carolyn's career with Richard Jay, a family owned company, spans over 25 years. She became a director in the mid 90s and Managing Director in 2000. Under her leadership, the company has grown to now boast a nationwide presence. Carolyn has developed relationships with some of the world's leading machinery manufacturers. She brings expert industry and general business experience to Orange Sky and has successfully negotiated the ongoing donation of washing machines.

#### **CLAIRE MARCHESI**

Company Secretary

An experienced social policy and program manager, Claire brings a wealth of knowledge to the Orange Sky team including 30 years experience in the housing and homelessness sector. She has a deep understanding of the funding application processes and government requirements around funded services. Claire has been on the Orange Sky Board as Secretary since our inception and is responsible for all our regulatory compliance and board documentation.

### **NATIONAL PARTNERS**

The incredible growth of Orange Sky and our ability to help more and more friends in need wouldn't be possible without the support of countless people all across Australia and the world. Our national partners are listed below.



THE GOOD GUYS®















We'd like to take the opportunity to thank the thousands of people who regularly contribute to our ongoing operational costs. We could not provide the services without your amazing support.

The following list of organisations have made our expansion possible and our dream a reality. Thank you so much for your incredible contributions!

**JELLEY FAMILY FOUNDATION** DYSON FAMILY BEQUEST **ACT HEALTH • BRISBANE CATHOLIC EDUCATION · QUEENSLAND URBAN** ILITIES · SAGE FOUNDATION TUDOR FOUNDATION • BEYOND BANK RACV SALARY SOLUTIONS TINGARI SILVERTON FOUNDATION ENNELONG FOUNDATION **CALVERT-JONES FOUNDATION** SAGE FOUNDATION · APA GROUP **ARMY ART • NSW GOVERNMENT, FAMILY & COMMUNITY SERVICES** WE CAN ASSOCIATION • BRISBANE ROAR • BLUE SKY INSURANCE ADVISERNET AUSTRALIA · SMARTLINE **BROTHER • VITA GROUP • TRADE TOOLS HIPGRAVE FAMILY FOUNDATION • JENOUR FOUNDATION** MERCHANT CHARITABLE FOUNDATION

### **VAN LAUNCHES**

SPLASHER | HOBART | JULY 16

SUPPORTED BY

ANONYMOUS DONOR

DAISY | WOLLONGONG | NOV 16

SUPPORTED BY

**BRUCE & VAL MCDIARMID** 

MONTY | MELBOURNE | NOV 16

SUPPORTED BY



LAURIE | BRISBANE | MARCH 17

SUPPORTED BY





FOUNDATION

MARCIA | BRISBANE | MARCH 17

SUPPORTED BY



POPPY | SYDNEY | APRIL 17

SUPPORTED BY





TUMBLES | CENTRAL COAST | MAY 17



MIKEY | SUNSHINE COAST | MAY 17

SUPPORTED BY



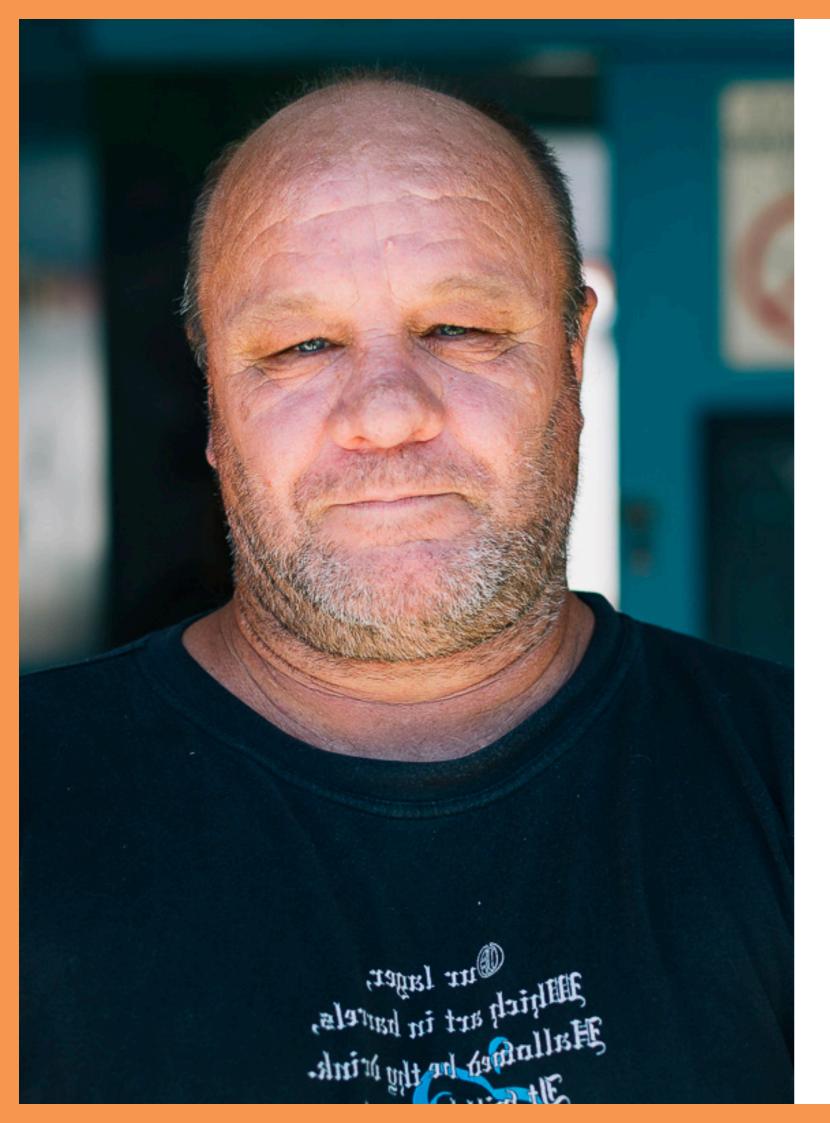
NOOSA COUNCIL UNITY WATER
MORETON BAY REGIONAL COUNCIL
SUNSHINE COAST COUNCIL
KNIGHTS OF THE SOUTHERN CROSS

LUCKY | PERTH SOUTH | JUNE 17

SUPPORTED BY







### **GEORGE'S STORY**

There's a lot to love about George. He is passionate about his community, always up for a chat, and never fails to put a smile on your face. It's no surprise that when he heard that an Orange Sky van was headed for his local area in Perth South, he was the first in line to know about it.

"I thought, 'this is going to be interesting. I'd like to see how the van is set up'," he said.

He decided to bring some washing down to our first shift at Rockingham to have a chat with volunteers and learn more about the service. Since that initial visit, he is now one of our most regular faces on shift – sometimes he comes to do his laundry, other times for a hot shower, but always for the conversation.

"I quite look forward to it every week, simply because I know you guys are going to be here. I can rely on you," he said.

"It's things like this that enable me to do the right thing. I don't have to worry about trying to get some money together just to wash my clothes. Community is really important, I like to look after the community and the people in it."

George has spent the past eight years living on and off the street and said it was the simple things that often had the biggest impact.

"When you've been homeless for such a long time, it's the small things that can give you a little bit more hope," he said.

"I won't go looking for a job if I stink and my clothes are dirty, but if I've got nice clean clothes and I smell nice and someone wants to talk to me about having a look at a job, I'll definitely be in it.

"So that little sort of scenario can set up other scenarios that will help better my life, and if it betters my life, how many other lives can it better?"

He admitted that while it was easy to become withdrawn from the community, the weekly conversation and banter with Orange Sky volunteers helped him to feel connected.

"I can come down [to shift] and start talking about fishing, camping, whatever and you guys are always a good laugh and join in. You throw your stories in and have a good laugh," he said.

"It just alleviates a lot of pressure out of people's lives and that can really help people."

When George reflects on all of his conversations with volunteers, it was one from his first ever visit to Orange Sky that comes to mind.

"I told her a little bit about where I was from up North and it was quite interesting, we just sat there talking like old friends for a good hour and a half while the washing was getting through. It was great, I really enjoyed it. It was fantastic to see that some people like to share themselves as much as I do."

It's our privilege to be able to wash George's clothes and offer him a hot shower each and every week, but an even bigger honour to enjoy his conversation and have him as a part of the Orange Sky community.

### CYCLONE DEBBIE

It all started on Saturday 25 March, 2017 when Orange Sky learned that Cyclone Debbie was likely to cross the coast somewhere near Mackay and it was going to be one of the worst cyclones in recent history. Come Monday, we were getting ready to make a decision about sending a team North. In the mayhem of a cyclone, clean laundry can bring a sense of normality back to people. If there is one thing we are good at, it's laundry!

Sitting in our Brisbane HQ, we watched as the cyclone continued to build up momentum. We made the decision to get a van on the road to ensure we wouldn't be cut off. Recent support from the QLD Government's Dignity First Fund allowed us to have a spare van to mobilise for natural disasters. Two brave volunteers - Paulie and Claire, jumped in the van Monday night and began driving into the soon to be cyclone affected areas.

We managed to secure a bus and a generator from one of our awesome partners, Kennards Hire. Over the course of one night, three Orange Sky staff members were able to turn this bus into another world first for Orange Sky - a pop up laundromat with five washers, two driers and a 100kg per hour capacity. It was a late night but the boys pulled it all together!

Every person we met told us how needed the service was towards Airlie Beach and the influx of requests through our website sadly reiterated this. We decided that we would head to Airlie Beach first thing in the morning.

A standout for story was a young mum named Crystal, who is a single parent with three kids. The family were forced to huddle in a wardrobe as the cyclone raged outside.

"Fences were coming off, sheds were flying, we had to pierce holes in the ceiling just to let some of the water out so it didn't come down." she said.

Despite all this, Crystal and the kids were in high spirits about how well the community was banding together to help with the clean-up. It's funny how something as terrible as a natural disaster can highlight the good in people.

More than eight tonnes of washing was done in just over two weeks, with the largest day peaking at 2.5 tonnes.

So many people helped us along the way and it would be remiss of us to not acknowledge them. Richard Jay and LG for their ongoing support of our laundry machinery, Kennards Hire for their amazing support of a generator to power the bus, and Chris from Massage Me Now in Proserpine for organising food, accommodation and anything we needed. Garry's Mechanical Repairs also helped fix the bus en route to Rockhampton! These are a mere few of the countless people who assisted us along the way.









34,508 WASHES TO DATE



1076 SHOWERS TO DATE



58,408
HOURS OF
CONVERSATION



114 SERVICE LOCATIONS



790
VOLUNTEERS
IN AUSTRALIA



### **SERVICE PROVIDERS**

### CENTRAL COAST OUTREACH SERVICES

The 17th of May, 2017 is a significant day for our Central Coast Orange Sky team. That was the day we started operating at the Central Coast Outreach Service (CCOS). John and his wife Barbara welcomed us with open arms and allowed us to work alongside them to provide our friends with clean and dry clothes, but most importantly, the positive and genuine conversations to help reconnect them with the community.

CCOS is a non government charitable agency, supporting a variety of needs for our friends on the Central Coast. Their aim is to promote independence, self esteem, personal development and quality of life.

One thing that stood out most when we met John and Barbara was them telling us that they quite often used money from their own pension to help our friends due to the lack of funding available. This proved to us how generous and wonderful they are. They open their store every day from 10am until 2pm and get food from leading supermarkets like Aldi and Coles to pass on to people who are doing it tough. They also put on a BBQ every Tuesday morning for our friends so that they can have breakfast or lunch while getting their laundry done.

Orange Sky laundry operates at CCOS every Tuesday morning from 10am until 1pm.







### **SOCIAL IMPACT WASHING**

Orange Sky's Social Impact Washing program held steady throughout the 2016/17 financial year. We picked up another contract doing all of the Brisbane Roar's washing, which resulted in more opportunities for our friends on the street. The team has expanded to 10 friends, who gain three hours of opportunity each week.

The next financial year is planned to be a massive one for the Social Impact Washing program. As well as adding more customers in Brisbane, we are looking to grow the program into more cities where Orange Sky has a strong presence and provide additional opportunities for our friends on the street.

Some of the Brisbane Roar players recently came in to meet some of the team and to help Nev print a few Orange Sky shirts!



# AUDITED FINANCIAL STATEMENTS



Orange Sky Laundry Inc.

Financial Statements
For the year ended 30 June 2017

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Statement by Members of the Committee

Independent Auditor's Report to the Members

### Orange Sky Laundry Inc Financial Report for the Year Ended 30 June 2017

#### COMMITTEE'S REPORT

Your committee members submit the financial report of Orange Sky Laundry Inc for the financial year ended 30 June 2017.

#### Committee Members

The names of committee members throughout the year and at the date of this report are:

Lucas Patchett Nicholas Marchesi

Joanne Westh Claire Marchesi

Carolyn Kirk Brandon Naber

Robert Tully David Tubb

#### **Principal Activities**

The principal activities of the association during the financial year were to provide social facilities to members of the association.

#### Significant Changes

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

#### Operating Result

The net profit for the 2017 financial year amounted to \$1,509,799 (2016:\$1,160,062).

Signed in accordance with a resolution of the members of the committee.

Lucas Patchett

President

David Tubb

Treasurer

Dated this 11th day of October 2017

# Orange Sky Laundry Inc. Statement of Profit and Loss & Other Comprehensve Income For the year ended 30 June 2017

	2017	2016	
	S	S	
Income			
Grants Received	400,779	9	
Donations Received	2,481,886	1,524,220	
Sponsorships	411,364	235,000	
Commercial Contracts	24,334	6,320	
Merchandise Sales	53,194	3,487	
Awards/Other Income	1,000	10,000	
Speaking Fees/Corp Volunteer Training	8,073	-	
Rents received	i <del>e</del>	6,000	
Interest Received	8,342		
Subsidies received	1,500		
Total income	3,390,472	1,785,027	
Expenses			
Advertising and promotion	85,557	71,801	
Depreciation Expense	250,399	77,254	
Employment Benefit Expenses	875,029	99,408	
	875,029 668,210		
Employment Benefit Expenses		99,408 376,502	
Employment Benefit Expenses Operating Expenses	668,210		
Employment Benefit Expenses Operating Expenses Interest & Debt Servicing Expenses	668,210 1,478	376,502 624,965	
Employment Benefit Expenses Operating Expenses Interest & Debt Servicing Expenses Total expenses Profit from ordinary activities before income	1,478 1,880,673	376,502	
Employment Benefit Expenses Operating Expenses Interest & Debt Servicing Expenses Total expenses Profit from ordinary activities before income tax	1,478 1,880,673	376,502 624,965 1,160,062	
Employment Benefit Expenses Operating Expenses Interest & Debt Servicing Expenses Total expenses Profit from ordinary activities before income tax Income tax revenue relating to ordinary activities	1,478 1,880,673 1,509,799	376,502 624,965	

The accompanying notes form part of these financial statements.

### Orange Sky Laundry Inc. Statement of Financial Position as at 30 June 2017

The section is a section of the sect	Note	2017 S	2016 \$
Assets			
Current Assets			
Cash Assets			
Cash At Bank - BOQ		128,406	591,270
Everyday Hero Acct		20,398	14,756
PayPal Account		1,260	2,391
Cash at Bank - CBA Bus Trans Acct		210,386	2
Cash at Bank - CBA Online Saver		201,524	
Cash at Bank - CBA CC Term Deposit		100,000	5
Cash at Bank - CBA Term Deposit		850,000	2
MyCause Account		2,146	
Cash on hand		27	2
		1,514,147	608,417
Receivables			
Trade debtors		21,683	11,394
		21,683	11,394
Current Tax Assets			
GST clearing		20,522	
		20,522	-
Other			
Prepayments	_	63,579	29,567
		63,579	29,567
Total Current Assets		1,619,931	649,378

The accompanying notes form part of these financial statements.

### Orange Sky Laundry Inc. Statement of Financial Position as at 30 June 2017

	Note	2017 S	2016 \$
Non-Current Assets			
Plant and Equipment			
Plant & equipment - at cost		34,197	24,483
Less: Accumulated depreciation		(8,251)	(593)
Office equipment		44,640	9,296
Less: Accumulated amortisation		(17,291)	(1,143)
Motor vehicles - at cost		1,700,913	838,133
Less: Accumulated depreciation		(311,396)	(84,803)
	-	1,442,812	785,372
Total Non-Current Assets	es.	1,442,812	785,372
Total Assets		3,062,743	1,434,751
Liabilities Current Liabilities			
Payables			
rayanies			
AV-A-T-CITIE (AB)		22,909	47,408
Trade creditors		22,909 8,798	47,408
Trade creditors Accrued Expenses		22,909 8,798 31,707	47,408 - 47,408
Trade creditors Accrued Expenses		8,798	
Trade creditors Accrued Expenses Financial Liabilities		8,798	
Trade creditors Accrued Expenses Financial Liabilities		8,798 31,707	
Trade creditors Accrued Expenses Financial Liabilities Credit Card Liabilities		8,798 31,707 41,424	
Trade creditors Accrued Expenses Financial Liabilities Credit Card Liabilities Current Tax Liabilities		8,798 31,707 41,424	
Trade creditors Accrued Expenses  Financial Liabilities Credit Card Liabilities  Current Tax Liabilities  Amounts withheld from salary and wages		8,798 31,707 41,424 41,424	47,408
Trade creditors Accrued Expenses  Financial Liabilities Credit Card Liabilities  Current Tax Liabilities  Amounts withheld from salary and wages		8,798 31,707 41,424 41,424 11,810	- 47,408 - - 5,353
Trade creditors Accrued Expenses  Financial Liabilities Credit Card Liabilities  Current Tax Liabilities  Amounts withheld from salary and wages Superannuation Payable		8,798 31,707 41,424 41,424 11,810 7,171	5,353 7,224
Trade creditors		8,798 31,707 41,424 41,424 11,810 7,171	5,353 7,224

The accompanying notes form part of these financial statements.

### Orange Sky Laundry Inc. Statement of Financial Position as at 30 June 2017

	Note	2017 S	2016 S
		3	3
Other			
Revenue Recieved in Advance	102	48,751	¥_
	12	48,751	
Total Current Liabilities	8 <del>-</del>	178,178	59,985
Total Liabilities	X <del>.</del>	178,178	59,985
Net Assets	 (-	2,884,565	1,374,766
Members' Funds			
Retained Surplus		2,884,565	1,374,766
Total Members' Funds	V-	2,884,565	1,374,766

The accompanying notes form part of these financial statements.

### Orange Sky Laundry Inc. Statement of Changes in Equity for the year ended 30/06/2017

	Notes	Retained Earnings	Total
Balance at 01/07/2015		214,704	214,704
Comprehensive income			
Profit attributable to the members Other comprehensive income for the year		1,160,062	1,160,062
Total comprehensive income for the year attributable to members of the entity		1,160,062	1,160,062
Balance at 30/06/2016		1,374,766	1,374,766
Comprehensive income			
Profit attributable to the members		1,509,799	1,509,799
Other comprehensive income for the year			
Total comprehensive income for the year attributable to members of the entity		1,509,799	1,509,799
Balance at 30/06/2017		2,884,565	2,884,565

The accompanying notes form part of these financial statements.

### Orange Sky Laundry Inc. Statement of Cash Flows For the year ended 30 June 2017

	2017	2016
	S	S
Cash Flow From Operating Activities		
Receipts from customers	3,380,182	1,773,633
Payments to Suppliers and employees	(1,606,561)	(517,293)
Interest and other costs of finance	(1,478)	
Net cash provided by (used in) operating activities	1,772,143	1,256,340
Cash Flow From Investing Activities		
Payment for:		
Payments for property, plant and equipment	(907,837)	(735,494)
Net cash provided by (used in) investing activities	(907,838)	(735,494)
Cash Flow From Financing Activities		
Proceeds of borrowings	41,424	
Net cash provided by (used in) financing activities	41,424	
Net increase (decrease) in cash held	905,730	520,846
Cash at the beginning of the year	608,417	87,571
Cash at the end of the year	1,514,147	608,417

The accompanying notes form part of these financial statements.

### Orange Sky Laundry Inc. Statement of Cash Flows For the year ended 30 June 2017

	2017	2016
Reconciliation Of Cash		
For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.		
Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:		
Cash At Bank - BOQ	128,406	591,270
Everyday Hero Acct	20,398	14,756
PayPal Account	1,260	2,391
Cash at Bank - CBA Bus Trans Acct	210,386	
Cash at Bank - CBA Online Saver	201,524	
Cash at Bank - CBA CC Term Deposit	100,000	-
Cash at Bank - CBA Term Deposit	850,000	
MyCause Account	2,146	-
Cash on hand	27	
	1,514,147	608,417

### Reconciliation Of Net Cash Provided By/Used In Operating Activities To Net Profit

Operating profit (loss) after tax	1,509,799	1,160,062
Depreciation	250,399	77,254
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	(10,289)	(11,394)
(Increase) decrease in prepayments	(34,012)	(29,567)
Increase (decrease) in trade creditors and accruals	(24,499)	47,408
Increase (decrease) in other creditors	57,549	-
Increase (decrease) in employee entitlements	37,315	
Increase (decrease) in sundry provisions	(14,118)	12,577
Net cash provided by operating activities	1,772,143	1,256,340

The accompanying notes form part of these financial statements.

# Orange Sky Laundry Inc. Notes to the Financial Statements For the year ended 30 June 2017

#### Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act 1981, Association Incorporation Regulation 1999 and the Australian Charities and Not-For-Profit Commission Act 2012. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

#### (a) Plant and Equipment

The depreciable amount of all plant and equipment is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

#### (b) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

#### (c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

#### (d) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

#### (e) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

# Orange Sky Laundry Inc. Statement by Members of the Committee For the year ended 30 June 2017

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note I to the financial statements.

In the opinion of the Committee the Statement of Profit and Loss and Other Comprehensive Income, Statement of Financial Position, and Notes to the Financial Statements:

- Presents fairly the financial position of Orange Sky Laundry Inc. as at 30 June 2017 and its performance for the year ended on that date.
- At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Lucas Patchett
President

David Tubb Treasurer

Dated 13 \ 10 \2017



#### **Independent Auditor's Report**

to the members of Orange Sky Laundry Inc ABN 85 890 622 990

#### Opinion

I have audited the financial report of Orange Sky Laundry Inc, which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and statement by members of the committee.

In my opinion the financial report of Orange Sky Laundry Inc has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- (a) giving a trued and fair view of the registered entitys financial position as at 30 June 2017 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-Profits Commission Act 2012.

#### **Basis for Opinion**

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

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

C & N Audit Services
Lv 1, 180 Main Street Kangaroo Point QLD 4169

T: 07 3391 6300

O BOX 7437 EAST BRISBANE QLD 4169 ACN: 162 759 168

### Emphasis of Matter Basis of accounting

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

### Responsibilities of the Committee for the Financial Report

The committee of the registered entity is responsible for the preparation of the financial report that gives true and fair view and have determined that the basis of preparation descried in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and is appropriate to meet the needs of the members. The committee responsibility also includes such internal control as committee is necessary to enable the preparation of a financial report that gives true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the registered entitys 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 committee either intends to liquidate the association or to cease operations, or have no realistic alternative but to do so.

#### Auditor's Responsibilities for the Audit of the Financial Report

My 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 my opinion. Reasonable assurance is a high level of

assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

• Identify and assess the risks of material misstatements 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 my opinion. The risk of not detecting a material misstatement resulting

from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the directors regards, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

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Robert Edwards B Com FCA RCA# 6246 Level One 180 Main Street Kangaroo Point Qld 4169 Dated: 13 October 2017