

AMES Australia ANNUAL REPORT 2023–2024



Jobs, Skills,
Industry
and Regions



AMES Australia acknowledges the Traditional Custodians of the lands that our many offices are built upon and on which we meet and work.

We extend our respects to the Elders who have walked and cared for this land for tens of thousands of years, and the descendants who maintain a spiritual connection to country, land, waters, sky, and cultures.

We are committed to our reconciliation journey, because at its heart, reconciliation is about bringing healing and flourishing relationships between First Nations and non-First Nations Peoples, for the benefit of all.

This artwork called “The Journey” was a wonderful creation by malu.bajigal (Brenda Mau) a proud Torres Strait Islander, Mandubarra, Kalkadoon, Wuthagi, Ngadjonjii woman.

“The Journey” represents the ongoing journey of AMES clients from the time that they arrive in Australia to when they settle and integrate into the community.

Photo cover page: Soccer tournament in Dandenong, Victoria

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PART A: REPORT OF OPERATIONS

Declaration in Report of Operations

In accordance with the *Financial Management Act 1994*, I am pleased to present the AMES Australia Annual Report for the year ending 30 June 2024.



Dr Vanda Fortunato
Board Chair
4 September 2024

Attestation for financial management compliance with Standing Direction 5.1.4

AMES Australia Financial Management Compliance Attestation Statement

I, Vanda Fortunato, on behalf of the Board of AMES Australia (Responsible Body), certify that AMES Australia has no material compliance deficiency with respect to the applicable Standing Directions under the *Financial Management Act 1994* and Instructions.



Dr Vanda Fortunato
Board Chair
4 September 2024

Statement from the Board Chair of AMES Australia

Becoming the Chair of AMES Australia's Board was the completion of a kindred circle for me. My father, who arrived as a migrant from Italy in the 1950s, was a student at AMES Australia. He learned English and started his journey in Australia with AMES Australia. So, it is a pleasure and an honour to be able to contribute to the organisation that played such a big part in my family's settlement journey in Australia.

The association with AMES Australia is also kindred for me in the sense that I have a deep connection with the migrant experience and a passion for multiculturalism. AMES Australia is an organisation based on service, professionalism and an unwavering commitment to multiculturalism and social cohesion.

In recent years, the organisation has systematically aligned its core settlement, education, employment, social participation, disability, and aged care services with some of the United Nations Sustainable Development Goals (SDGs). Among these are 'Health and Well-being', 'Quality Education', 'Decent Work', 'Economic Growth', and 'Partnerships' to achieve these goals. Recently, the goal of 'Gender Equality' has also become a significant area of work for AMES Australia. All these SDGs correlate closely with successful settlement outcomes for migrants and refugees.

AMES Australia is unique in Australia as the Victorian Government's settlement and migrant education agency. It has an important and enduring legacy with tens of thousands of migrant and refugee families over decades benefitting from its programs and support. And AMES Australia has a significant role to play into the future. Migration has always been an important part of building modern Australia. With an ageing population and falling birth rates, it will continue to be critical to the nation's economic prosperity into the future. So, AMES Australia continues to have important work to do in

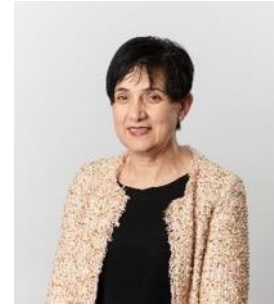
supporting migrants to settle successfully while helping to preserve the high levels of social cohesion we enjoy.

We know that from time to time, some groups of migrants have not felt as welcome or as comfortable as we might like. So, part of our work is to constantly make the case for the cultural richness and economic contributions migrants and refugees have brought with them.

Multiculturalism in Australia is still a work in progress and something to be nurtured. The recently released Multicultural Framework Review is a reminder that there is work to be done to protect Australia's multicultural approach to social cohesion. Among the review's recommendations are plans to leverage Australia's diversity of languages to support our economic prosperity through a revitalised language policy, a more accessible Citizenship Test and a stand-alone Department of Multicultural Affairs, Immigration and Citizenship.

These ideas align with AMES Australia's vision of *full participation for all in a cohesive and diverse society*. The review is an opportunity to consolidate Australia's commitment to multiculturalism amid rising divisiveness at home and across the world.

Into the future, AMES Australia's role will be to continue to support people who are settling in Australia and to look for innovative and relevant ways of doing that. Through this work, AMES Australia will remain an iconic organisation that does vital work in supporting newly arrived families, just like my own.



Vanda Fortunato
Board Chair

Statement from the CEO of AMES Australia

With unprecedented conflicts across the globe driving record numbers of displaced people, AMES Australia's work has never been more important.

The past 12 months have been a period of strategic reflection during which we have bedded down our 'strategic refresh' initiative and cascading business plan while integrating our service delivery.

It was pleasing to see that the recent People Matters survey found that 90% of employees understand our strategic plan and their role in implementing it; that 90% report our organisation is a 'truly great place to work'; and 78% are engaged reflecting an increase from previous years.

We have seen innovation in our service delivery with the MyAMES Chat app, an AI-powered communication coaching tool recognised through a Premier's Award.

The 'Greenlight' initiative demonstrates integrated servicing with our HSP refugee settlement and Workforce Australia employment programs cooperating to successfully support refugees into sustainable employment soon after arrival.

We partner with more than 200 organisations in the multicultural space, including with Melaleuca Australia in the Northern Territory, recognising that this deepens and strengthens place-based community capacity and reach.

In 2024 we partnered with Community Hubs Australia to become a community hub support agency to assist school-based hub leaders in meeting the needs of newly arrived women and carers.

We continue to deliver employment services through Workforce Australia's contract offering generalist, specialist refugee, CALD, and Indigenous licences.

Our success in tendering to deliver the Skills for Education and Employment (SEE) program, and pathways programs sits at the heart of our extensive digital and face-to-face education and vocational training services.

Programs to address gaps and needs in our communities continue - our youth focused Engage! program; Prevention of Violence Against Women program; and Skilled Professional Migrant Program to support qualified migrants and refugees into jobs commensurate with their skills.



Other achievements include delivery of the Multicultural Learning Partnership to strengthen employment pathways for multicultural job seekers; our *Gender Equity Action Plan 2021-2025* and *Reconciliation Action Plan*; and celebrating 75 years of the AMEP; Refugee Week, Volunteer Week, and NAIDOC Week.

I acknowledge the resilience, hard work, and integrity of our employees in delivering services that support our clients; and thank our selfless volunteers for their outstanding contributions, along with my colleagues on the Executive team and members of the Board of AMES Australia.

Professionally delivered immigration and humanitarian programs remain critical to Australia's future prosperity and to maintaining the high levels of social cohesion we enjoy.

Together we are well positioned to respond to future challenges while also seizing opportunities as they arise.

Catherine Scarth
Chief Executive Officer

About AMES Australia

AMES Australia is a Victorian statutory authority operating under the *Education and Training Reform Act 2006*, and originally established under the *Education Act 1958*. As a specialist provider of services for refugees, migrants, and multicultural communities, working with people from the earliest phase of their settlement journey through to their settlement independence, we understand that each settlement journey is unique. Our vision is targeted and clear - *full participation for all in a cohesive and diverse society* – and sets the direction for our organisational priorities, activities, and responses.

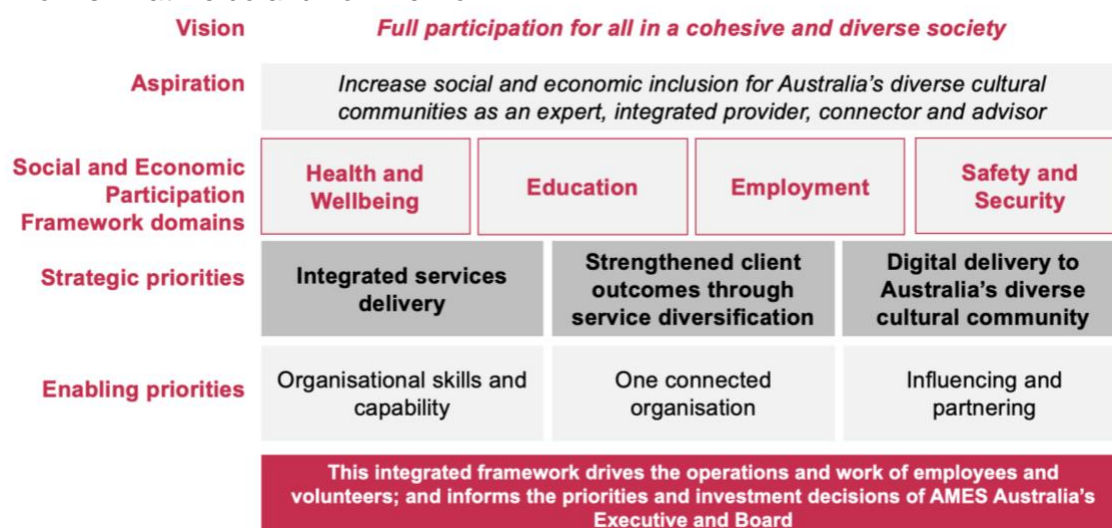
Within this context, AMES Australia demonstrates public value:

- through client-led integrated servicing that offers seamless end-to-end settlement support and services. It addresses the challenges and gaps that other specialist and mainstream services do not provide. We know this because our clients tell us.
- in how we work in partnership and share expertise with government, multicultural communities, corporates, and other organisations to drive development and innovation.
- through research and discovery, participation in networks to generate new knowledge about our clients, their communities, and the settlement ecosystem, providing credible evidence to underpin service development and practice. These insights inform policies that impact the settlement of communities and individuals.

AMES Australia’s vision and aspiration, aligned to our *Social and Economic Participation Framework* (the Framework), is to support settlement success through learning, working, and connecting with others and mainstream services. In applying measures for and with the people and communities we serve, we aim to reduce disadvantage; increase social, civic, and economic participation; and enable a greater voice, combined with increasing personal responsibility and independence.

The Framework’s four domains – health and wellbeing, education, employment, and safety and security – provide an evidence-informed basis to classify the settlement needs and outcomes of newly arrived, and more established individuals and multicultural communities, building from their strengths and aspirations. Our client-facing programs and services are reported against the four domains in this annual report.

From the vision and aspiration to the operational, AMES Australia’s strategic and enabling priorities, identified in the diagram below, cascade to portfolio and corporate services’ business plans. Actions to address objectives are assigned to individual employees and work teams, and outcomes from these plans are reported to AMES Australia’s Board. This directly informs what we do and how we work.



Achievements and outcomes

aligned to AMES Australia's Social and Economic Participation Framework domains and AMES Australia's strategic and enabling priorities

Fostering good health and wellbeing



4,245 recently arrived clients completed settlement orientation health-related modules



88 NDIS and My Aged Care clients serviced



13 podcasts on health topics, in **7** languages, accessed by more than **400** community members



81,449.25 direct care hours delivered to Kare One clients



42 women from multicultural backgrounds attended the annual women's retreat

Purposeful education pathways



78.25% student satisfaction in national AQTF survey



5,529 enrolments in education programs

422 students in vocational courses with industry-based placements



88,472 times MyAMES (AMES digital LMS) was accessed

266,923 distinct sessions in online learning app



1,565 users of the MyAMES Chat app

Collaborating for satisfying employment



15,302 clients serviced through Workforce Australia employment services at **18** locations



1,937 sustainable employment outcomes, of which:

- **249** were from Aboriginal and Torres Strait Islander peoples
- **1,688** were from culturally and linguistically diverse backgrounds



235 business start-ups for **244** refugee clients supported in collaboration with Thrive Refugee Enterprise

Building safe and cohesive communities



6,531 recently arrived clients from **38** countries serviced in the Humanitarian Settlement Program



953 clients assisted in on-arrival accommodation



1,353 long-term leases secured for recently arrived clients, with **18** properties per week secured



40 community consultations facilitated with multicultural communities



46 members of the Afghan community graduated from the PVAW leadership program

Achievements and outcomes

addressing AMES Australia's strategic and enabling priorities



AMES Australia's employees and volunteers

90% of employees rate AMES Australia as a truly great place to work

88% of employees know about the strategic priorities and their role in implementing the priorities

280 volunteers from **50** countries, speaking more than **50** languages; **62%** women; and **9%** from a refugee background



Social media engagement

3 social media channels

105,000 engagements

2,700 new followers

267,000 website sessions



Partnerships

200+ partnerships with community organisations to deepen and strengthen place-based reach through health and sporting events

Partnering with Community Hubs Australia to support school-based hub leaders in meeting the needs of newly arrived communities

100+ Memorandums of Understanding with industry partners for work placements



Publications and events

14 responses to government inquiries and discussion papers covering skilled migration, humanitarian migration, aged care, and multiculturalism

791 positive print and online articles published

11 Impact editions published

15 corporate and promotional events



Awards

Awarded the Digital Design Category in the Victorian Premier's Design Awards 2023 for the MyAMES Chat app, developed in partnership with AI developer Getmee

AMES iMPACT Magazine awarded the Media Award at the Victorian Multicultural Awards for Excellence 2023



Diversity and Inclusion Plans

AMES Gender Equality Action Plan 2021-2025 (GEAP): first report submitted to the Commissioner

Reconciliation Action Plan (RAP): approved by Reconciliation Australia

Accessibility and Inclusion Plan 2024-2028: developed with upcoming launch

Fostering good health and wellbeing

Health and wellbeing – both physical and mental – are core determinants of successful settlement. Fostering good health and wellbeing as foundations for thriving in the community leads to better health and wellbeing outcomes resulting in greater health equity and individual resilience. Good health and wellbeing are both integral elements to, and fundamental preconditions for, learning, employment and participating fully in broader society.

AMES Australia recognises that good health and feelings of wellbeing are key to positive settlement outcomes. Research identifies that multicultural community members are under-represented in accessing mainstream health services due to a range of barriers. Our work focuses on addressing those barriers.

Our programs and services across social participation, education, employment, and settlement all include elements of information, awareness, or direct delivery of health-related content.

As a **National Disability Insurance Scheme (NDIS) service provider** in Victoria and South Australia and as a multicultural specialist for **My Aged Care program, and a Home and Community Care (HACC) provider** in partnership with Kare One Pty Ltd, our organisation seeks to support all multicultural participants to their full potential. 88 participants received services across the programs with awareness and demand for support steadily increasing.

Through the **Humanitarian Settlement Program (HSP)** 4,245 new arrivals completed health related orientation modules; and all new arrivals were registered for Medicare and linked to mainstream medical services. People requiring additional and specialist medical servicing were referred appropriately. First language speaking Orientation Guides assisted with accessing and attending maternal and child health appointment, medical appointments, and vaccination sessions.

Models of health-related communication to strengthen health messaging to multicultural communities are prioritised. For example, to improve the health and wellbeing outcomes of newly arrived refugees, **13 individual podcasts in 7 community languages** on topics as diverse as mental health, good eating habits, and food preparation were recorded and promoted **reaching over 400 multicultural community members**.

Our education scope prioritises vocational programs that prepare graduates for working in the care sectors – aged care, disability, and early childhood education and care. Through **quality work placements** supported by more than 100 employers, on completion of their course, half had secured employment.

Events that inform and promote good health and wellbeing, such as the annual 3-day residential **Women's Retreat**, include information sessions from health and emergency services, and online safety focus groups. In the reporting period 42 women from 8 countries attended the retreat. 95% reported they learnt something new that was important to their health, and made new friends, with one attendee reflecting *"I was alone, with not many friends, in a stressful situation, this Retreat was healing my soul."*

Our applied research focused on practical solutions to building health and wellbeing in multicultural communities. In partnership with Swinburne University, research is underway to increase health literacy knowledge and to generate culturally appropriate, implementable solutions to health issues within Melbourne's Karen community.

Through government funding the **Multicultural Learning Partnership** initiative developed practical resources for service providers, employers, and job seekers; and delivered webinars to 400 participants on physical and mental health information highlighting the connection between health and wellbeing and sustainable employment.



Photo: AMES Australia HSP clients at camping trip in the Brisbane Ranges National Park, Victoria

Purposeful education pathways

Delivering education services focused on long-term, successful settlement, employment and career pathways leads to a better educated Australian society, and a skilled workforce.

Education is at the core of AMES Australia's identity with a 70 plus year history of delivering English language programs to diverse communities of newly arrived people from migrant and refugee backgrounds in place-based settings. Through AMES Australia's integrated service delivery model, formal and informal learning opportunities underpin and are embedded in the programs and services delivered to support social participation, vocational skills, and employment outcomes.

Connected, targeted, and integrated learning for life strengthens settlement success, and recognises that education is an encompassing and holistic process. AMES Australia's **Education Services strategic plan – *Creating Pathways*** - establishes the priorities and measures that support and enable learner aspirations to be met, with pathways to employment, further education, and social and civic participation. We constantly work to determine and improve the quality of course offerings within the organisation, led by our **Board of Studies**.

As a **specialist provider of English language and foundation skills for multicultural communities** across 22 locations, AMES Australia in Victoria is supported by federal and state government funding - Adult Migrant English Program (AMEP), Skills for Education and Employment (SEE), Skills First, and Adult, Community, and Further Education (ACFE) - acknowledging our expertise and capability to deliver quality program outcomes.

As a Learn Local, offering pre-accredited training to develop core skills for study, work, and life AMES Australia supports learning pathways and broad skills development.

We launched an AI-powered communication coaching and employability tool for non-native speakers of English - **MyAMES Chat app** - in a successful collaboration with Getmee AI.

1,565 learners engaged with the app, driven by Getmee AI, which was recognised at the 2023 Victorian Premier's Design Award. The app has been integrated into mainstream teaching and been successfully adopted by teachers in Mildura and Robinvale to re-engage 30 AMEP students who had dropped out of lessons due to work.

AMES Australia delivers both **non-accredited and accredited foundation and vocational programs** which our learners can complete concurrently or sequentially to build foundation English skills, specialist digital skills or vocational skills. Our programs include modules on developing skills expected in the Australian workplace and successfully overcoming barriers when on an employment pathway. In the reporting period AMES Australia's programs saw **5,529 enrolments, with 422 students in vocational courses with industry-based placements**.

Digital capability is a recognised life skill with many contemporary services including education requiring confident engagement with technology. All learners have access to digital development courses.

Program delivery is flexible and accessible – place-based, hybrid and online, with nearly 100% of learners accessing course content and assessments online through our **MyAMES bespoke Learning Management System (LMS)**. In the reporting period MyAMES was accessed **88,923 times**.

Essential information for initial settlement - about education, health services, employment; banking, and transport - is embedded in HSP Orientation modules. More than 4,000 new arrivals completed these modules online and in language.



Photo above: AMES Australia student using the MyAMES Chat app

Collaborating for satisfying employment

Supporting people into sustainable, long-term employment in the right job helps to break the cycle of economic dependence, reduces unemployment, increases productivity, contributes to the health and wellbeing of individuals and their families, and is strongly linked to success in education and contributing to a sense of safety and security.

AMES Australia's goal of sustainable, long-term, and satisfying employment for all requires close working relationship with job seekers, employers, industry, and service providers to enable outcomes that leverage and build skills, gain, and maintain employment, and progress in a meaningful career.

In recognition of our expertise and capability, as a **Workforce Australia contract provider**, AMES Australia holds 2 of only 3 **Refugee specialist licences** across Australia, and **CALD and Indigenous licences**. These and Generalists licences are delivered across **18 locations** in Victoria, New South Wales, and in the Northern Territory. In the reporting period, **15,302 participants** have been **serviced**; and **1,937 onboarded into sustainable jobs**.

As employment specialists, AMES **Employment Mentors** support job seekers with individualised assistance and guidance to address and overcome barriers to employment. This includes case management, non-vocational referrals and interventions, and job search training. Once in a job, ongoing support using tools and strategies such as Integrated Pathway Plans is provided for onboarding and career progression.

Social Enterprise **Settling into Work** recruitment and employment service for skilled migrant and refugee job seekers prepared and referred 29 job-ready skilled engineers to the Victorian government's Engineering Pathways Industry Cadetship (EPIC) with **33% shortlisted for roles**.

AMES Australia's Employment Services employees with lived experience and cultural connections supported 249 First Nations job seekers into secure jobs.

Teams from the HSP and Employment programs showcased integrated servicing by collaborating through our 'Greenlight' initiative to successfully support refugees into sustainable employment soon after arrival.

The **AMES Australia – Thrive Refugee Enterprises initiative** supported **235 business start-ups for 244 refugee clients** with 63% having arrived in Australia less than 5 years prior.

Through our **Skilled Professional Migrant Program (SPMP)**, job-ready skilled migrants and refugees with overseas qualifications but no Australian work experience undertake a specialised training program and are connected to industry mentors to enhance employment prospects commensurate with their skills. In following up graduates of SPMP 6 months post course, almost 50% of respondents reported they were in employment within 3 months, and almost 80% were satisfied with their current job.

In responding to the arrival of Ukrainian migrants on special visas, a **tailored jobseeker service** was initiated providing in language information on employment and education pathways, empowering them to find work fitting for their skills. 90 Ukrainian migrants attended this program.

Collaboration with employers strengthens relationships and builds trust and confidence in meeting employer needs. Through delivery of cultural inclusion training employers embrace and maintain diverse workplace environments and support social cohesion and inclusion. Such a workplace is a safe and positive environment for multicultural workers. In the reporting period, cultural inclusion training was provided to aged care, disability, agribusiness, and community care industries.



Photo above: A client with her Employment Mentor

Building safe and cohesive communities

Building safer, more socially cohesive communities leads to community impacts and improved perceptions of personal, family, and neighbourhood safety, while intercultural social cohesion strongly links to improved health and wellbeing.

Social cohesion and community participation builds from, and contributes to, feeling safe and secure. Creating opportunities for new arrivals and established multicultural communities to participate in community life, form strong social bonds within their cultural groups, and build bridges into the broader community, creates an environment that is conducive to successful settlement.

To be socially included people need the opportunity to access services, connect with family, friends, work, and local community, deal with personal crisis, have their voice heard, and secure a job.

Building safer and more cohesive communities begins for newly arrived refugees with our HSP lead provider role in Victoria, South Australia, and Tasmania. In the reporting period 6,531 refugees from 38 countries of origin commenced and were supported on their settlement journey across 15 locations.

Our holistic and integrated settlement servicing model provided 953 arrivals with immediate, short-term accommodation and provision of 1,811 individual and family basic household goods packages. Through tenancy training and liaising with real estate agents, 1,353 individual long-term accommodation outcomes were achieved.

Community events were facilitated to foster social cohesion. In Mount Martha, 25 refugees were hosted by 53 local residents who shared a meal prepared by local chefs. Refugee Week and Melbourne's cultural diversity was celebrated at the Taste the Difference community event with 80 diners enjoying a multicultural feast prepared by chefs from Iran and Colombia.

The Multicultural Hub in Melbourne's CBD, promotes safe, inclusive spaces for diverse individuals and groups from migrant and refugee communities, faith-based organisations, LGBTQI+ communities, and those experiencing homelessness or living with disability. In the reporting period, 51,229 individuals from multicultural backgrounds attended the Hub and 2,739 events were held.

Support enabled grassroots community organisations to better engage with their diverse communities through health and sporting events. This included in Victoria, Football Federation Sunraysia, Barton United FC, Victorian Afghan Youth Association, and in South Australia the Afghan Australian Football Festival. With Beyond Blue an easy English guide to depression and anxiety was developed.

Connection with multicultural communities draws on and reflects their aspirations to build a future in Australia. In addition to individual engagements, 40 community consultations were facilitated to inform challenges, including cost of living pressures, rental matters, and consumer scams, experienced by people from Chinese, South Sudanese, Iraqi, Syrian, and Karen backgrounds.

Fostering a safe environment free from family violence underpins our Prevention of Violence against Women (PVAW) program to support awareness, education, and leadership development programs in multicultural communities. In the reporting period, 46 members of the Afghan community graduated from 2 community leadership programs. In partnership with Whittlesea Community Connections and JewishCare Victoria over the past 3 years, 41 multicultural agencies were supported to align with the Victorian legislation governing MARAM (Multi-Agency Risk Assessment and Management framework) and the Family Violence Information and Child Information Sharing schemes.



Photo above: Harmony Day celebration in Mildura, Victoria

Environmental reporting

AMES Australia is striving to minimise its environmental footprint and to integrate sound environmental values, principles, and practices in its day-to-day operations. AMES Australia aims to protect and improve the environment by:

- adopting environmentally sustainable practices and performance criteria in purchasing and procurement
- building environmental sustainability into policies, programs, regulations, investments, and budgets
- reducing resource consumption and waste
- making AMES Australia major events environmentally sustainable
- improving energy efficiency.

AMES Australia continued its greening program, with recycling of mobile phones, batteries, shredded paper, and toner cartridges, purchasing of carbon-neutral paper, and encouraging environmental practices at all sites.

Energy consumption

Indicator	2023–2024
Electricity usage (MJ)	3,685,791
Natural gas usage (MJ)	35,293
Total greenhouse gas emissions from energy consumption (tonnes CO₂-e)	858
- Electricity total tonnes CO ₂ -e	856
- Gas total tonnes CO ₂ -e	2.44
Percentage of electricity purchased as green power	0%
Electricity used per FTE (MJ/FTE)	13,606
Natural gas used per FTE (MJ/FTE)	533

Note: MJ is mega joules. FTE is full-time equivalent employee. Electricity data consumption represents 67% of office-based sites and natural gas data at approximately 15%. FTE for electricity usage (270.9) and gas usage (66.23) represents included sites only. AMES Australia is continuing to develop systems to collect more comprehensive data.

Waste and recycling – pending waste audit report

Indicator	2023–2024
Total units of waste disposed of by destination stream (kg/year)	27,318
- Landfill	13,769
- Comingled recycling (cans, plastic containers, bottles, etc.)	6,503.5
- Paper and cardboard	5,826
- Secure documents (paper)	0
- Organics (food scraps)	1,219.4
Total units of waste disposed of per FTE by destination	274
- Landfill	138.2
- Comingled recycling (cans, plastic containers, bottles, etc.)	65.2
- Paper and cardboard	58.4
- Secure documents (paper)	0
- Organics (food scraps)	12.2
Recycling rate	49.6%
Greenhouse gas emissions associated with waste (tonnes CO ₂ -e)	8.95

Note: Data derived through a waste audit conducted by the waste collection contractor. The audit was conducted at AMES Australia's Box Hill, Dandenong and Noble Park sites and indicators are based on 99.63 FTE across these sites. AMES Australia is continuing to develop systems to collect more comprehensive data.

Paper consumption

Indicator	2023-2024
Total units of A4 equivalent copy paper used (reams)	2,976
Units of A4 equivalent copy paper used per FTE (reams/FTE)	6.15
Carbon-neutral 100% recycled content	99.49%
Carbon-neutral 50% recycled content	-
Carbon-neutral 20% recycled content	-
Carbon-neutral 0% recycled content	0.51%
Carbon-neutral 0% recycled 100% content	

Note: Data based on total ream purchases across 483.62 FTE. Carbon Neutral 100% recycled copy paper from Supply Nation certified Indigenous enterprises is the default subject to supply availability.

Water consumption

Indicator	2023-2024
Total water consumption (kilolitres)	3,168
Units of office water used per FTE (kilolitres/FTE)	17.58
Units of office water used per office area (kilolitres/m ²)	0.42

Note: Data represents 22% of office-based sites. Billing information for excluded sites was not available as it was incorporated into rental outgoings. FTE (180.21) and office area (7,564 m²) were calculated for included sites only. AMES Australia is continuing to develop systems to collect more comprehensive data.

Electricity energy usage for 12 of 18 commercial office space sites – approx. 67%

Sites	Amount	Total KWH	Greenhouse Emissions Tonnes	Area M2	Mega Joules (1kwh=3.6MJ)	CO2 1MJ=0.363kg
Commercial sites data	\$224,100	1,023,831	856	13,158	3,685,791	254,320

Note: Commercial sites not included in electricity usage data: Craigieburn, Sunbury, Blacktown, Parramatta, Liverpool, Adelaide.

Gas usage for 2 commercial sites

Energy Usage	Total MJ	Area M2	CO2 (1MJ=0.069kg)
Gas	35,293	3,352	2,435

Note: No gas connection at the following commercial office sites: Mildura, Werribee, Dallas, Dandenong, Box Hill, Preston, Craigieburn, Sunbury, Epping, Lonsdale St (Melbourne CBD), Liverpool, Adelaide, Salisbury, Little Collins St (Melbourne CBD)

Water usage for 4 commercial sites out of 24 office space sites –approx. 15%

Energy Usage	Total KL	Sewerage disposal (KL)	Area M2
Water	3,168	2,618	7,564

Note: Commercial sites included: Box Hill, Noble Park, Little Collins Street, Multicultural Hub

Vehicle categories

Vehicle category	Petrol	Diesel
Light Passenger	9	-
Small Passenger	18	-
Medium Passenger	1	-
Medium SUV AWD	1	-
People Mover 2WD	1	-
Light Commercial	-	1
Total	30	1

Note: 31 vehicles with no hybrid electric or plug-in electric vehicles.

Transportation

Indicator	2023-2024
Total fuel consumption by fleet vehicles (litres)	14,985
Total distance travelled by fleet vehicles (km)	150,863
Total greenhouse gas emissions from fleet vehicles (Tonnes CO ₂ -e)	738
Greenhouse gas emissions from fleet vehicles per 1,000 km travelled (tonnes CO ₂ -e)	4.89

Note: Data based on 31 vehicles, with no hybrid vehicles.

Corporate governance

Establishment and enabling legislation

From humble beginnings teaching English to new arrivals in makeshift classrooms in 1951, AMES Australia has grown to be recognised as a pre-eminent service provider supporting multiculturalism and helping hundreds of thousands of people build new lives in Australia.

AMES Australia was established under the *Education Act 1958* and reconstituted under the *Council of Adult Education Act 1981*. On 1 March 2001, the *Council of Adult Education Act 1981* was repealed, and the institution continued as Adult Multicultural Education Services under the *Adult, Community and Further Education Act 1981*. Since 1 July 2007, AMES Australia has operated under the *Education and Training Reform Act 2006 (the Act)*. In August 2015, the Governor in Council made an order to change the name of Adult Multicultural Education Services (AMES) to AMES Australia.

Objectives and functions

The objectives of AMES Australia in accordance with the Act are:

- a) to perform its functions for the public benefit by:
 - i. operating its businesses, delivering educational services, and using assets that it manages on the State's behalf as efficiently as possible; and
 - ii. ensuring that it is sustainable in the medium to long-term; and
 - iii. ensuring that its procedures, policies, and practices are consistent with prudent commercial practice; and
 - iv. endeavouring to maximise its contribution to the economy and wellbeing of the State; and
- b) to provide the community served by AMES Australia (including migrants, refugees, and asylum seekers) with efficient and effective adult, community and further education, vocational education and training, employment and other associated programs and services responsive to the needs of that community; and
- c) to facilitate adult, community and further education, knowledge acquisition and skills for employment through excellent teaching, innovation and educational leadership that delivers quality outcomes; and
- d) to monitor the structure, reach and accessibility of AMES Australia services to maximise their availability to new and emerging communities and client groups; and
- e) to make adequate arrangements for persons and groups which have not had or do not have adequate access to programs or services provided by AMES Australia; and
- f) any other objective set out in an Order in Council made under section 3.3.28(1).

AMES Australia may perform all or any of the following functions:

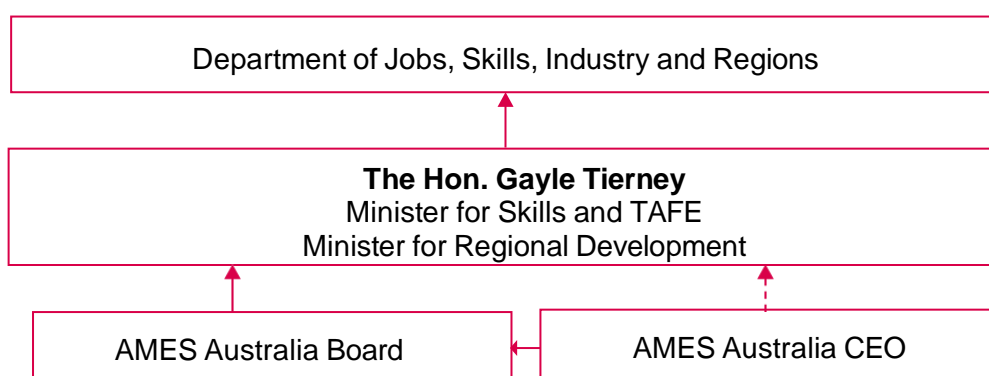
- a) to undertake generally the development and provision of adult, community and further education, vocational education and training, employment and other associated programs and services considered necessary for the objectives of AMES Australia;
- (ab) to develop and provide specialist settlement services for migrants, refugees, and asylum seekers;
- b) to provide facilities or services for study, research or education;
- c) to undertake research, development, counselling, or other services on a commercial basis for other organisations;
- d) to aid or engage in the development or promotion of research by AMES Australia or the application or use of the results of that research;
- e) to prepare, publish or distribute or license the use of literary or artistic work, audio or audio-visual material or computer software;
- f) to seek or encourage gifts to AMES Australia for the purposes of AMES Australia's objectives and functions;

- g) to provide facilities for use by the community;
- h) to perform any other function conferred on AMES Australia by or under this Act or an Order in Council made under section 3.3.28(1).

AMES Australia may perform any function referred above, within and outside Victoria and outside Australia. Subject to any direction or guideline issued by the Minister, AMES Australia may engage in an activity on a commercial basis if the activity is consistent with, and does not interfere with, the carrying out of any of its functions or its strategic plan.

AMES Australia Board

AMES Australia is a Victorian public entity; a body corporate governed by a board, accountable to the Victorian Minister for Skills and TAFE and Minister for Regional Development.



The Board governs and sets the overall strategic direction of AMES Australia. It consists of 9 to 11 members. The Board Chair is appointed by the Governor in Council. Ministerial nominee members and Board nominee members are appointed by the Minister. The CEO is an ex-officio member.

Board members

	Appointment term during the reporting period	Committee membership	Board meeting attendance
Dr Vanda Fortunato (<i>Board Chair</i>)	2023–26	# &	5/5
Vedran Drakulic (<i>Deputy Chair</i>)	2021–24	# &	6/6
Catherina Toh (<i>FARM Committee Chair</i>)	2023–26	+ &	6/6
Tracy Le (<i>Investment Committee Chair</i>)	2021–24	+ &	4/6
Florence Mauwa	2021–24	+	6/6
Molina Asthana	2021–24	#	6/6
Miriam Silva	2022–25	#	5/6
Grace Liang (<i>On leave of absence from 18 March to 30 September 2024</i>)	2022–25	+	4/4
Catherine Scarth (<i>CEO</i>)	-	-	6/6
Stuart Alford (<i>Appointment concluded on 31 July 2023</i>)	2021–23	+	0/0

+ Finance, Audit and Risk Management Committee
Appointments, Remuneration and Governance
& Committee and Investment Committee

Board Committees

Finance, Audit and Risk Management Committee

The Finance, Audit and Risk Management Committee has governance responsibility for financial and business affairs, and reports to the Board on matters relating to financial risk, program performance, and resource management. The committee also monitors and reports to the Board on the effectiveness of risk management strategies. It oversees internal and external audits and reviews the effectiveness and efficiency of internal control structures and compliance systems.

Appointments, Remuneration and Governance Committee

The Appointments, Remuneration and Governance Committee provides advice and recommendations to the Board on matters relating to Board governance, appointment of Board directors, executive remuneration and CEO's performance plan and assessment. The Committee advises the Board on strategies to improve Board governance and effectiveness of Committees.

Investment Committee

The Investment Committee considers and makes recommendations to the Board on matters relating to investment in and expansion of current business in a financially sustainable manner.

Executive data

Members of the Senior Executive Service (SES) under Part 3 of the Public Administration Act 2004 (PAA) as of 30 June 2024. Refer below for total number of SES for AMES Australia broken down by gender.

Class	Male	Female	Self-described
PESES-3	0	1	0
PESES-2	1	2	0
PESES-1	1	1	0
SES who left during financial year 2023–2024	0	1	0
SES reported as of 30 June 2023	1	5	0

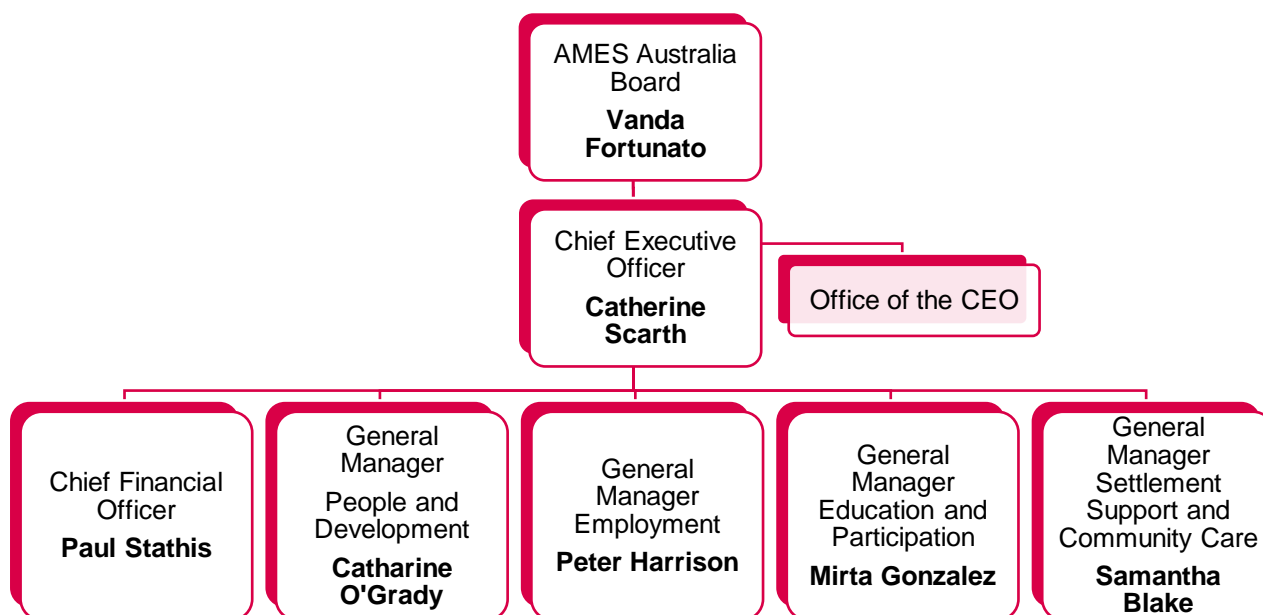
Note: this disclosure includes the Chief Executive Officer

AMES Australia’s operational structure and scope

AMES Australia’s organisational structure supports our way of working to deliver programs and services that provide operational rigour and quality in meeting our strategic priorities and delivering government contracts.

During 2023-2024 our client-centred value proposition saw programs and services, both alone and with subcontractors, delivered from 55 locations (25 sites, and 30 outreaches) in Victoria, New South Wales, South Australia, Northern Territory, and Tasmania to reach newly arrived migrants and refugees, multicultural learners, job seekers, young people, older migrants requiring care, people living with disabilities, and multicultural community members.

Organisational structure as of 30 June 2024



Organisational functional focus

From our vision and aspiration to the operational, the organisational structure drives shared responsibility and informs what we do and how we work.

Operational portfolios	Settlement Support and Community Care Facilitates operational delivery of Settlement support; Disability support; and Aged care services	Education and Participation Facilitates operational delivery of community development and social participation; Education services; Migration services social enterprise; and Prevention of Violence against Women (PVaW)	Employment Facilitates operational delivery of Employment Services; and Settling into Work social enterprise
	Office of the CEO Facilitates support to the CEO, Executive, AMES Australia Board and 3 committees; oversees strategic partnerships, development and innovation; information and digital technology; marketing, communications and media; research and policy and Knowledge Centre publications	Office of the CFO Facilitates the operations and administration of the finances; procurement and assets of the organisation, supporting facilities for employees; on-arrival accommodation for newly arrived HSP clients; and risk and quality management processes and systems	People and Development Facilitates the employee and volunteer experience to enrich our operation and culture through learning and development, volunteer recruitment and training, diversity and inclusion, talent acquisition, industrial relations, payroll systems, HR shared services, and work health and safety
Organisational support			

Comparative workforce data

Headcount (H), full-time equivalent (FTE), full-time headcount (FTH) and part-time headcount (PTH) in the last full pay period in June 2024 and June 2023.

June 2024										June 2023											
	All employees		Ongoing			Max term & Casual		Sessional			All employees		Ongoing			Max term & Casual		Sessional			
	H	FTE	FTH	PTH	FTE	H	FTE	H	FTE		H	FTE	FTH	PTH	FTE	H	FTE	H	FTE		
Gender	Male	167	144.57	70	6	73.2	86	69.66	5	1.7	Gender	Male	171	147.5	76	6	79.2	87	67.2	2	1.1
	Female	393	339.05	96	30	116.13	231	202.58	36	20.34	Female	366	313.8	106	27	124.8	206	174.9	27	14.1	
	Self-described	0	0	0	0	0	0	0	0	0	Self-described	0	0	0	0	0	0	0	0	0	0
Age	15–24	27	20.78	2	0	2	25	18.78	0	0	Age	15–24	23	17.6	4	0	4	19	13.6	0	0
	25–34	125	110.07	24	0	24	92	80.91	9	5.16	25–34	117	100.6	32	0	32	80	65.2	5	3.4	
	35–44	178	153.54	47	16	57.27	103	89.86	12	6.41	35–44	177	148.8	50	12	58.5	109	88.1	6	2.1	
	45–54	106	94.28	36	5	39.2	58	51.42	7	3.66	45–54	96	87.9	36	5	38.8	51	46.6	4	2.5	
	55–64	96	84.9	48	11	55.66	29	24.8	8	4.44	55–64	96	85.8	51	13	59.9	25	23	7	2.9	
	65+	28	20.04	9	4	11.2	10	6.47	5	2.37	65+	28	20.6	9	3	10.8	9	5.5	7	4.3	
Admin+	1	0	0	0	0	0	0	0	0	0	Admin	1	0	0	0	0	0	0	0	0	0
	2	123	83.44	15	10	20.57	98	62.87	0	0	2	120	79.8	12	8	16.4	100	63.4	0	0	
	3	233	223.02	80	12	87.66	141	135.36	0	0	3	223	209.4	95	13	103.5	115	105.9	0	0	
	4	59	57.3	21	6	25.6	32	31.7	0	0	4	61	59.6	26	5	30.2	30	29.4	0	0	
	5	44	42.03	27	4	29.8	13	12.23	0	0	5	46	43.6	27	4	30	15	13.6	0	0	
	6	21	20	15	2	16.6	4	3.4	0	0	6	18	17.8	13	1	13.8	4	4	0	0	
	7	3	2.2	2	0	2	1	0.2	0	0	7	4	2.9	2	0	2	2	0.9	0	0	
Teaching^	1–2	16	14.2	0	0	0	16	15.2	0	0	Teaching	1–2	12	11.6	0	0	0	12	11.6	0	0
	3–4	1	1	0	0	0	1	1	0	0	3–4	2	2	0	0	0	2	2	0	0	
	5–6	0	1	0	0	0	0	0	0	0	5–6	2	2	0	0	0	2	2	0	0	
	7–8	1	1	0	0	0	1	1	0	0	7–8	2	2	1	0	1	1	1	0	0	
	9	10	9.1	6	2	7.1	2	2	0	0	9	10	9.1	6	2	7.1	2	2	0	0	
	VET Trainer	2	1.29	0	0	0	2	1.29	0	0	VET Trainer	2	0.3	0	0	0	2	0.3	0	0	
	Sessional	41	22.04	0	0	0	0	0	41	22.04	Sessional	29	15.2	0	0	0	0	0	29	15.2	
Executive#	6	6	0	0	0	6	6	0	0	Executive	6	6	0	0	0	6	6	6	6		
Other	0	0	0	0	0	0	0	0	0	Other	0	0	0	0	0	0	0	0	0		
Total	560	483.62	166	36	189.33	317	272.24	41	22.04	Total	537	461.3	182	33	204	293	242.1	29	15.2		

Note: Minor discrepancies in FTE are due to figures being rounded to the nearest whole number

Max term is an employment contract with an agreed expiry date

+ Grades are in accordance with the AMES Australia Administrative Staff Agreement 2021

^ Grades are in accordance with the AMES Australia Teachers Enterprise Agreement 2020

Executive includes the CEO

Work health and safety

AMES Australia's Health and Wellbeing Strategy focuses on leadership and capability, and injury prevention and engagement. As detailed in the table following, during the reporting period:

- 60 work health and safety employee and client incidents were reported. Of these 10 were employee only related
- 3 Work Cover claims were accepted. One claim was denied
- Lost time injury days less than 10 days totalled 30 days
- Lost time injury days (Work Cover) totalled 455 days
- Work Cover premium is impacted by claims received and accepted during the premium period 2021-2024. It is noted that claims from FY 2021-22 will cease impacting the premium in July 2024.

Work health and safety report	2023-2024
Total number of incidents and injuries reported (employees and clients)	60
Number of incidents and injuries (employees only)	10
Lost time injury (LTI) 1-<10 days' work-related injury pre-Work Cover claim	Total: 30 days NSW (20); SA (10); VIC (0)
Work Cover claims 2021-2024 (open* / active**) (1 open* / active**) Psychological stress x 1 Physical MSD injury (vehicle accident) (1 open* / active **) Psychological stress x 3 (1 under review 2024); 1 denied by insurer	VIC – 1** SA – 1 closed July 2023 NSW – 2** new claims; one denied
LTI days (Work Cover)	Total: 455 days NSW (115); SA (20); VIC (320)
Work Cover premium	Total premium: \$802,547.36 NSW (\$43,053.58); SA (\$80,321.40); VIC (\$679,172.38)

NOTE:

* Open claims are claims received and accepted during the premium period 2021-2024 that are still open.

** Active claims are all claims with medical activity received in the last three months or with payment(s) made in the last four months.

There were no workplace fatalities. There was no time lost due to industrial action. One employee dispute was lodged with Fair Work Commission.

There was one workplace visit by Work Safe representatives to the Noble Park, Victoria site following a slip, trip and fall that resulted in an employee sustaining a fracture. This did not result in a Work Cover claim.

Early intervention and support to employees and managers regarding workplace relations and associated work-related injuries continued throughout the year. There was an increase in non-work-related injuries requiring assistance to Return to Work (RTW) safely. Site evacuation drills were held at 94% of sites during this period.

Organisational changes resulted in limited positions across portfolios identified in excess of requirements.

AMES Australia's Health and Wellbeing Program continued to facilitate activities and support services throughout the year. Influenza vaccinations were provided between March and June 2024.

Health and safety training

Participants	Activity	2023-2024
Health and Safety Representatives	5-day health and safety training	8
Fire Wardens	Fire warden online training	19
Site first aiders	CPR and First Aid 003	23
People managers	Management fundamentals, including health and safety	18
	Occupational health and safety/workplace health and safety for managers	All new managers
Key employees	Mental Health First Aid	48
	Building Personal Resilience	26
	Manage Interactions with Distressed and Vulnerable People	13
	Workplace Psychological Health Essentials	14
New starters	Corporate induction, including work health and safety	All new employees
All employees	Core Inclusion	131
	Gender Equity	214
Employees who need conflict- resolution skills to deal with aggressive clients	Predict, assess, and respond to aggressive/ challenging behaviours training	38
	Managing conflict through negotiation:	
	• Basic	26
	• Advanced	26
	Managing challenging clients (on the phone)	16

Emergency planning and preparedness

Site management representatives supported monitoring gaps in emergency site teams and training was made available in emergency response for all Wardens and First Aiders taking on roles in 2023-2024.

Other legislative compliance

Employment and conduct principles

AMES Australia applies merit and equity principles when appointing employees. Selection processes assess and evaluate applicants fairly and equitably based on the key selection criteria and other accountabilities without discrimination. Employees have been correctly classified in workforce data collections.

Public sector values and employment principles

AMES Australia abides by the Code of Conduct for Victorian Public Sector Employees, which sets standards for adherence to the public sector values of the Public Administration Act 2004. These standards have been included in all AMES Australia employment contracts and are binding on all employees. Internal policies and procedures aim to maintain high ethical standards, good corporate behaviour, and strong accountability.

AMES Australia implements policies and practices that are consistent with the Victorian Public Sector Commission employment standards, and provide for fair treatment, career opportunities and the early resolution of workplace issues. Employees are advised on how to avoid conflicts of interest, how to respond to offers of gifts, and how the organisation deals with misconduct.

Serious misconduct in the workplace or behaviour inconsistent with AMES Australia's values, Code of Conduct and other relevant policies and procedures are dealt with in accordance with AMES Australia's Disciplinary/Performance Policy. Any employee who suspects that a breach has occurred or will occur is encouraged to report the matter to the People and Development Unit. No employee will be disadvantaged or prejudiced if they report in good faith. All reports will be acted on and kept confidential.

Compliance with the *Public Interest Disclosures Act 2012*

AMES Australia aims for transparency and accountability. It does not tolerate improper conduct, or reprisals against persons who disclose such conduct. In accordance with the Public Interest Disclosures Act 2012 and guidelines provided by the Integrity and Oversight Committee and the Independent Broad-based Anti-Corruption Commission (IBAC), AMES Australia:

- encourages and assists people to report improper conduct and detrimental action
- keeps confidential the discloser's identity and the content of a disclosure
- manages the welfare of the discloser or person involved in the investigation
- cooperates with the investigating agency, entity or public bodies and ensures that effective action is taken in response to reports of improper conduct
- implements an appropriate internal process if IBAC decides that the report is not a disclosure of improper conduct or detrimental action and refers the matter to AMES Australia.

Anyone can make a public interest disclosure. This includes individuals either internal or external to the organisation, independent contractors, students, recipients of services and the public. AMES Australia cannot receive and assess a public interest disclosure about AMES Australia, its personnel, or other members of the public sector. In such cases, AMES Australia will advise the discloser to contact the Victorian Department of Jobs, Skills, Industry and Regions (DJSIR) or IBAC via website or phone (1300 735 135).

AMES Australia's Board Secretary:

- is the point of contact for general advice
- is the liaison (under the direction of the CEO) between AMES Australia and investigating government departments or bodies
- is responsible for referring disclosures to DJSIR or IBAC

- takes necessary steps to maintain confidentiality
- manages the welfare of a discloser, or of someone who cooperates or intends to cooperate with an investigation.

The CEO (Principal Officer) must notify IBAC of all instances of suspected corrupt conduct occurring in the organisation, in accordance with AMES Australia's Fraud, Corruption and Other Losses Procedure.

AMES Australia did not receive any disclosures under the Public Interest Disclosures Act 2012 during the reporting period. The AMES Australia Public Interest Disclosure Policy is available on the website: www.ames.net.au/about/corporate-documents

Application and operation of the *Freedom of Information Act 1982*

AMES Australia complies with the *Freedom of Information (FOI) Act 1982* in a fair, objective, and unbiased manner. AMES Australia also ensures that all its statutory requirements are met, and that applicants are kept informed of the process and progress of their requests. The CEO has delegated responsibility for managing FOI requests to the Board Secretary.

Enquiries and requests for information should be made in writing to:

Board Secretary/Freedom of Information Officer
 AMES Australia Level 4, 1 Little Collins Street Melbourne VIC 3000 or email
 FOI@ames.net.au

An application fee of \$31.80 applies during the reporting period. Access charges may also be payable if the document pool is large and the search for material time consuming.

When making an FOI request, applicants should ensure requests are in writing, clearly identify what types of material/documents are being sought and be accompanied by the application fee to be a valid request. A request for a fee waiver or reduction may be submitted along with evidence of financial hardship.

When an FOI request is received, the FOI Officer will:

- verify the identity and authority of the applicant, where the request involves access to personal information
- acknowledge the FOI request by letter or email and determine whether the request meets requirements
- ensure that a diligent search is conducted for documents (including those in electronic form) covered by the request
- provide a statement of reasons under the FOI Act, if access is refused in respect to any part of a request
- provide written decisions to the applicant within 30 days of application (or later period provided under the FOI Act)
- advise the applicant of their right to seek a review by the FOI Commissioner.

AMES Australia provides access to information outside of the formal FOI process through proactive and informal release, where possible. During the reporting period, AMES Australia did not receive any requests under the formal FOI process.

Compliance with the *Carers Recognition Act 2012*

AMES Australia recognises the role of carers and the importance of care relationships in the community. AMES Australia endeavours to assist its employees achieve their personal, family and relationship goals by facilitating flexibility in employment and working arrangements to achieve the optimum balance between work and personal responsibilities. These include:

- flexible working arrangements (such as part-time employment, job sharing, transition to retirement)
- flexible work location (such as home-based work, multiple locations)

- counselling via the Employee Assistance Program.

AMES Australia's clients with carer responsibilities or those with disability are also supported through provision of flexible arrangements to enable participation.

Compliance with the *Disability Act 2006*

AMES Australia complies with our obligations under the *Disability Act 2006* by actively implementing actions in our Accessibility and Inclusion Plan. The Plan documents our actions to provide access and equity for all AMES employees, clients, and volunteers with disabilities to be part of a workplace free from barriers, where people with disabilities feel safe, welcome, and empowered to reach their full potential.

Compliance with the *Building Act 1993*

AMES Australia conforms to the building and maintenance provisions under the *Building Act 1993*, National Construction Code 2019, and relevant Australian standards.

Fees and charges

Fees and charges are levied according to the Ministerial Directions to Adult Education Institutions made pursuant to the *Education and Training Reform Act 2006*. No additional compulsory non-academic fees, subscriptions or charges are levied on AMES Australia clients in government funded programs. The current fees and charges schedule is available on the AMES Australia website: www.ames.net.au/students/fees

National Competition Policy

AMES Australia's costing models comply with National Competitive Neutrality principles.

Additional information available on request

In compliance with the requirements of the Standing Directions 2018 under the *Financial Management Act 1994* and subject to the provisions of the *FOI Act*, information retained by AMES Australia includes:

- a statement that declarations of pecuniary interests have been duly completed by all relevant officers
- details of shares held by a senior officer as nominee, or held beneficially in a statutory authority or subsidiary
- details of publications produced by the entity about itself, and how these can be obtained
- details of changes in prices, fees, charges, rates, and levies charged by the entity
- details of any major external reviews carried out on the entity
- details of major research and development activities undertaken by the entity
- details of overseas visits undertaken, including a summary of the objectives and outcomes of each visit
- details of major promotional, public relations and marketing activities undertaken by the entity to develop community awareness of the entity and its services
- details of assessments and measures undertaken to improve the occupational health and safety of employees
- a general statement on industrial relations in the entity, and details of time lost through industrial accidents and disputes
- a list of major committees sponsored by the entity, the purposes of each committee and the extent to which those purposes have been achieved
- details of all consultancies and contractors.

Social procurement

AMES Australia has a longstanding history of working with social enterprises and continued its commitment to social procurement as a national integrated service provider. Goods and services procurement streamlined and delivered in line with the principles of the Victorian Government Purchasing Board (VGPB) program and AMES Australia's governance framework.

A key highlight remains with AMES Australia's ongoing partnership with social enterprise, Clean Force Property Services in the provision of commercial cleaning services. Clean Force aims to empower people through employment by offering pathways to employment via a supported employment program for people with major vocational barriers, and open employment for disadvantaged Victorians wanting to enter the general workforce.

Throughout the reporting period, this partnership has enabled 8 people with a disability to gain meaningful, ongoing supported employment in providing essential commercial cleaning services across AMES Australia's sites.

Overall social procurement activities for 2023-24

Indicator	2023-2024
Number of social benefit suppliers engaged during the reporting period	18
Total amount spent with social benefit suppliers (direct spend) during the reporting period (\$ GST exclusive)	\$700,916

Emergency procurement

Nil reports. There were no emergencies declared and no emergency procurement activations, resulting in nil spending for emergency procurements during the reporting period.

Procurement complaints

Nil reports. No procurement complaints were received in the reporting period.

Local Jobs First

Nil reports under the *Local Jobs Act 2003*. During the reporting period there were no projects or procurements valued at \$3 million or more in metropolitan Melbourne or \$1 million or more in regional Victoria. AMES Australia did not initiate any construction projects valued at \$20 million or more.

Information and communication technology (ICT) expenditure

All operational ICT expenditure: business as usual (BAU)	ICT expenditure related to projects		
	Non-business as usual (non-BAU) ICT expenditure (Total = operational expenditure plus capital expenditure)	Operational expenditure	Capital expenditure
\$4,349,884	\$44,561	-	\$44,561

Reviews and studies expenditure

Nil reports. During the reporting period no reviews or studies triggered the disclosure of reviews and studies expenditure.

Government advertising expenditure

Nil reports. None of AMES Australia's advertising campaigns triggered the disclosure threshold of \$100,000 on advertising expenditure.

Consultancies expenditure

In the reporting period, there were three consultancies where the total fees payable to the consultants were \$10,000 or greater. Total expenditure during 2023-24 for these consultancies is \$156,510 (excluding GST). Details of individual consultancies are outlined below.

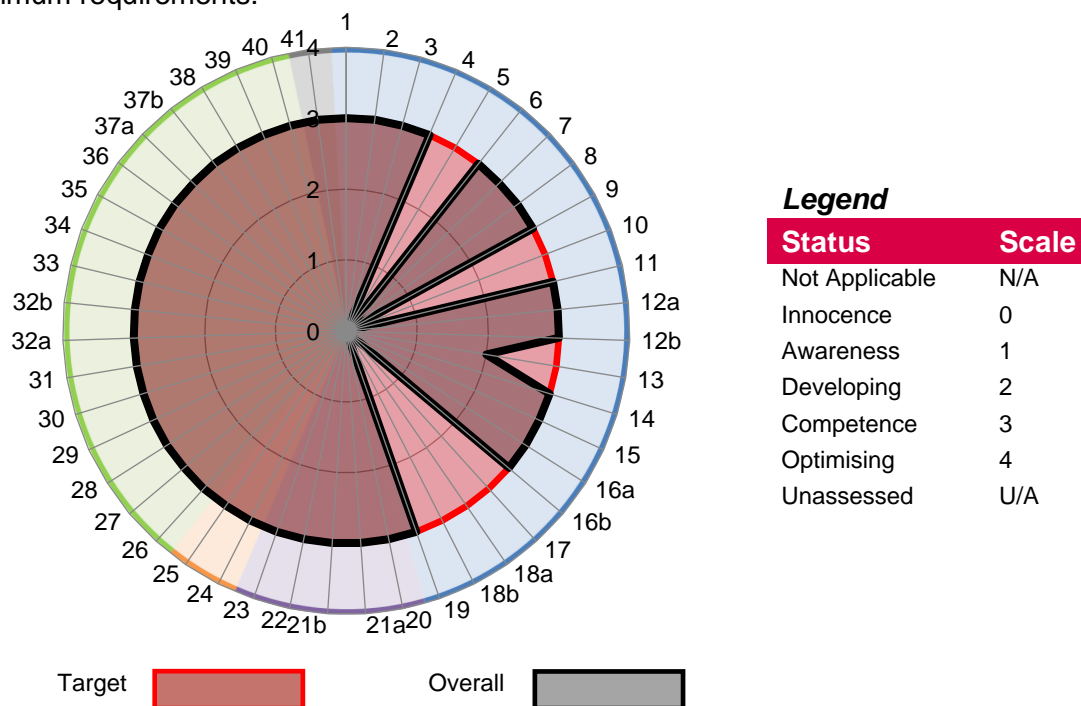
Consultants	Summary of project	Expenditure (ex-GST)	Future expenditure (ex-GST)
Bidsmith Pty Ltd	Tender submission preparation services	\$15,000	-
Right Lane Consulting Pty Ltd	Design and production services related to the strategy development project	\$72,760	-
Strategy Edge Consulting	Project analysis and evaluation of strategic options	\$68,750	\$30,000

During the reporting period, there were 2 consultancies where the total fees payable to the individual consultancies were less than \$10,000 (exclusive of GST).

Asset Management Accountability Framework maturity assessment

The following sections summarise AMES Australia's assessment of maturity against the requirements of the Asset Management Accountability Framework (AMAF). The AMAF is a non-prescriptive, devolved accountability model of asset management that requires compliance with 41 mandatory requirements. These requirements can be found on the Department of Treasury and Finance website.

AMES Australia's target maturity rating is 'competence', meaning systems and processes fully in place, consistently applied and systematically meeting the AMAF requirement, including a continuous improvement process to expand system performance above AMAF minimum requirements.



Leadership and Accountability (requirements 1-19)

AMES Australia has met its target maturity level under most requirements within this category. AMES Australia did not comply with some requirements in the areas monitoring asset performance. There is no material non-compliance reported in this category.

Planning (requirements 20-23)

AMES Australia has met its target maturity level in this category.

Acquisition (requirements 24 and 25)

AMES Australia has met its target maturity level in this category.

Operation (requirements 26-40)

AMES Australia has met its target maturity level in this category.

Disposal (requirement 41)

AMES Australia has met its target maturity level in this category.

Five-year financial summary (AMES Australia)

Overview of financial records 2020–2024

Financial summary	30 June 2024	*30 June 2023	*30 June 2022	*30 June 2021	*30 June 2020
	\$000	\$000	\$000	\$000	\$000
Total income from transactions	89,817	87,492	89,344	67,425	92,071
Total expenses from transactions	(93,716)	(88,560)	(86,666)	(68,272)	(94,520)
Net result from transactions	(3,409)	(1,068)	2,678	(847)	(2,449)
Net result for the period	(3,340)	5,860	2,905	(1,239)	(2,452)
Net cash flow from / (used in) operating activities	780	3,768	941	4,216	2,888
Total assets	66,600	74,176	67,179	62,250	61,087
Total liabilities	17,712	21,948	20,811	18,787	19,516

* Prior year figures have been revised to AMES Australia only for comparative purposes.

For the year ending 30 June 2024, AMES Australia reported a net deficit from transactions of \$3.41 million. This was primarily due to an increase in employee related costs as we continued to build on client-focused outcomes; significant increases in client accommodation costs; and investment in building for the future including social participation initiatives such as the Multicultural Hub and Prevention of Violence against Women Program; and disability support.

The Comprehensive Result of a \$3.34 million deficit includes increased financial and other assets of \$69,000 resulting in net assets of \$48.88 million on 30 June 2024.

Refer to Part B Financial Statements of this Annual Report for further details. The AMES Australia Annual Report 2023-24 is available on the website: www.ames.net.au

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PART B: FINANCIAL STATEMENTS

AMES Australia Annual Financial Report for the year ended 30 June 2024.

**AMES AUSTRALIA
CONSOLIDATED ANNUAL FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

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The financial report was authorised for issue by the Board members on 2 September 2024. AMES Australia has the power to amend and reissue the financial report.

**AMES AUSTRALIA
CONSOLIDATED ANNUAL FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

**DECLARATION BY BOARD CHAIR, CHIEF EXECUTIVE OFFICER AND
CHIEF FINANCE OFFICER**

The attached consolidated financial statements for AMES Australia have been prepared in accordance with Direction 5.2 of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards including interpretations, and other mandatory professional reporting requirements.

We further state that, in our opinion, the information set out in the consolidated comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement and accompanying notes, presents fairly the financial transactions during the year ended 30 June 2024 and financial position of the organisation as at 30 June 2024.

At the time of signing, we are not aware of any circumstance which would render any particulars included in the financial statements to be misleading or inaccurate.

The Board Chair, Chief Executive Officer and Chief Finance Officer sign this declaration as delegates of, and in accordance with a resolution of, the Board of AMES Australia.

We authorise the attached financial statements for issue on 4 September 2024.



Dr Vanda Fortunato
Board Chair
Melbourne
4 September 2024



Catherine Scarth
Chief Executive Officer
Melbourne
4 September 2024



Paul Stathis
Chief Finance Officer
Melbourne
4 September 2024

Independent Auditor's Report

To the Board of AMES Australia

Opinion I have audited the financial report of AMES Australia (the entity) which comprises the:

- consolidated balance sheet as at 30 June 2024
- consolidated comprehensive operating statement for the year then ended
- consolidated statement of changes in equity for the year then ended
- consolidated cash flow statement for the year then ended
- notes to the financial statements, including significant accounting policies
- declaration by Board Chair, Chief Executive Officer and Chief Finance Officer.

In my opinion the financial report presents fairly, in all material respects, the financial position of the entity as at 30 June 2024 and its financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 7 of the *Financial Management Act 1994* and applicable Australian Accounting Standards.

Basis for Opinion I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the 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 Victoria. My staff and I have also fulfilled our 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.

Board's responsibilities for the financial report The Board of the entity is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Financial Management Act 1994*, and for such internal control as the Board determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board is responsible for assessing the entity'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 it is inappropriate to do so.

Auditor's responsibilities for the audit of the financial report

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit 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 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 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 the Board
- conclude on the appropriateness of the Board'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 to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the consolidated entity to express an opinion on the financial report. I remain responsible for the direction, supervision and performance of the audit of the consolidated entity. I remain solely responsible for my audit opinion.

I communicate with the Board regarding, 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.



MELBOURNE
18 September 2024

Charlotte Jeffries
as delegate for the Auditor-General of Victoria

AMES AUSTRALIA
CONSOLIDATED COMPREHENSIVE OPERATING STATEMENT
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2024

	Notes	Consolidated		AMES Australia	
		\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Revenue and income from transactions					
Government contributions	2.2.1	5,934	5,003	5,934	5,003
Sales of goods and services	2.2.2	84,936	83,852	78,885	78,161
Other income	2.2.3	3,751	3,388	3,897	3,498
Interest income		1,101	830	1,101	830
Total revenue and income from transactions		95,722	93,073	89,817	87,492
Expenses from transactions					
Employee expenses	3.1.1	53,076	49,196	48,109	44,797
Depreciation and amortisation	4.1.1	4,414	3,459	4,351	3,407
Interest expense	6.2 (b)	125	103	125	103
Supplies and services	3.2	17,815	18,704	17,723	18,561
Other operating expenses	3.2	23,181	22,254	22,918	21,692
Total expenses from transactions		98,611	93,716	93,226	88,560
Net results from transactions (net operating balance)		(2,889)	(643)	(3,409)	(1,068)
Other economic flows included in net result					
Net gain/(loss) on non-financial assets	8.1	66	31	27	31
Other gains/(losses) from other economic flows	8.1	42	(19)	42	(19)
Total other economic flows included in net result		108	12	69	12
Income tax expenses	3.3	244	-	-	-
Net result		(3,025)	(631)	(3,340)	(1,056)
Other economic flows – other comprehensive income:					
Items that will not be reclassified to net result					
Changes in physical asset revaluation surplus	8.2	-	6,916	-	6,916
Comprehensive result		(3,025)	6,285	(3,340)	5,860
Profit for the year is attributable to:					
Non-controlling interest		194	333	-	-
Parent entity - AMES Australia		(2,975)	(964)	-	-
		(2,781)	(631)	-	-
Total comprehensive income for the year is attributable to:					
Non-controlling interest		194	333	-	-
Parent entity - AMES Australia		(2,975)	5,952	-	-
		(2,781)	6,285	-	-

The above consolidated comprehensive operating statement should be read in conjunction with the notes to the financial statements.

**AMES AUSTRALIA
CONSOLIDATED BALANCE SHEET
AS AT 30 JUNE 2024**

	Notes	Consolidated		AMES Australia	
		\$'000	\$'000	\$'000	\$'000
		2024	2023	2024	2023
Assets					
Financial assets					
Cash and deposits	6.1	21,761	26,860	20,424	25,823
Receivables	5.1	6,122	5,393	5,764	5,101
Investment		200	-	200	-
Investment in Kare One Pty Ltd		-	-	6,672	6,202
Total financial assets		28,083	32,253	33,060	37,126
Non-financial assets					
Other non-financial assets		762	736	754	711
Goodwill	1.3	5,938	5,938	-	-
Deferred tax asset	5.5	117	115	-	-
Property, plant and equipment	4.1	32,928	36,459	32,786	36,339
Total non-financial assets		39,745	43,248	33,540	37,050
Total assets		67,828	75,501	66,600	74,176
Liabilities					
Payables	5.2	6,329	8,120	6,110	7,959
Contract liabilities	5.3	1,654	2,093	1,527	1,982
Employee related provisions	3.1.2	8,416	8,090	8,101	7,787
Lease liabilities		1,875	3,865	1,856	3,817
Other provisions	5.4	118	403	118	403
Deferred tax liabilities	5.5	108	108	-	-
Total liabilities		18,500	22,679	17,712	21,948
Net assets		49,328	52,822	48,888	52,228
Equity					
Accumulated surplus		5,357	8,576	5,063	8,403
Reserves	8.2	20,919	20,919	20,919	20,919
Contributed capital		22,906	22,906	22,906	22,906
Acquisition of non controlling interests		145	-	-	-
Non controlling interest		-	420	-	-
Total Equity		49,328	52,822	48,888	52,228

The above balance sheet should be read in conjunction with the notes to the financial statements.

AMES AUSTRALIA
CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2024

		Reserves	Accumulated surplus/ (deficit)	Contributed capital	Non controlling interest	Other	Total
Consolidated	Notes	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2022		14,003	9,540	22,906	332	-	46,781
Changes in physical asset revaluation surplus		6,916	-	-	-	-	6,916
Dividend paid		-	-	-	(245)	-	(245)
Net result for the year		-	(964)	-	333	-	(631)
Balance at 30 June 2023		20,919	8,576	22,906	420	-	52,822
Changes in physical asset revaluation surplus	8.2	-	-	-	-	-	-
Acquisition of non controlling interest		-	-	-	(614)	145	(469)
Net result for the year		-	(3,219)	-	194	-	(3,025)
Balance at 30 June 2024		20,919	5,357	22,906	-	145	49,328

		Reserves	Accumulated surplus/ (deficit)	Contributed capital	Non controlling interest	Other	Total
AMES Australia	Notes	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2022		14,003	9,459	22,906	-	-	46,368
Changes in physical asset revaluation surplus		6,916	-	-	-	-	6,916
Net result for the year		-	(1,056)	-	-	-	(1,056)
Balance at 30 June 2023		20,919	8,403	22,906	-	-	52,228
Changes in physical asset revaluation surplus	8.2	-	-	-	-	-	-
Net result for the year		-	(3,340)	-	-	-	(3,340)
Balance at 30 June 2024		20,919	5,063	22,906	-	-	48,888

The above consolidated statement of changes in equity should be read in conjunction with the notes to the financial statements.

AMES AUSTRALIA
CONSOLIDATED CASH FLOW STATEMENT
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2024

	Notes	Consolidated		AMES Australia	
		\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Cash flow from operating activities					
Receipts					
Government contributions		5,934	5,003	5,934	5,003
User fees and charges received		95,599	97,515	88,644	90,971
Interest received		1,101	830	1,101	830
Total receipts		102,634	103,348	95,679	96,804
Payments					
Payments to suppliers and employees		(97,176)	(95,008)	(91,125)	(89,106)
Interest and other costs of finance paid		(126)	(105)	(125)	(103)
Net goods and services tax paid to the ATO		(3,649)	(3,827)	(3,649)	(3,827)
Income taxes paid		(278)	(403)	-	-
Total payments		(101,229)	(99,343)	(94,899)	(93,036)
Net cash flows from/(used in) operating activities	6.1.1	1,405	4,005	780	3,768
Cash flows from investing activities					
Acquisition of Kare One Pty Ltd		(3,410)	-	(3,410)	-
Dividends received/(paid)		-	255	250	255
Payments for investments		(200)	-	(200)	-
Purchase of non-financial assets		(336)	(222)	(241)	(208)
Proceeds from sale of non-financial assets		83	32	35	32
Net cash flows from/(used in) investing activities		(3,863)	65	(3,566)	79
Cash flows from financing activities					
Repayment of principal portion of leasing liabilities		(2,641)	(2,082)	(2,613)	(2,053)
Net cash flows from/(used in) financing activities		(2,641)	(2,082)	(2,613)	(2,053)
Net increase/(decrease) in cash and cash equivalents		(5,099)	1,988	(5,399)	1,794
Cash and cash equivalents at beginning of financial year		26,860	24,872	25,823	24,029
Cash and cash equivalents at end of financial year	6.1	21,761	26,860	20,424	25,823

The above consolidated cash flow statement should be read in conjunction with the notes to the financial statements.

AMES AUSTRALIA CONSOLIDATED ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2024

1. ABOUT THIS REPORT

AMES Australia is a statutory authority accountable to the Victorian Minister for Skills and TAFE and Minister for Regional Development. It is governed by a Board established under the *Education and Training Reform Act 2006*.

Its principal address is:

AMES Australia
1 Little Collins St
Melbourne VIC 3000

1.1 Basis of preparation

These financial statements are in Australian dollars and the historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured on a different basis.

The accrual basis of accounting has been applied in the preparation of these financial statements whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of Australian Accounting Standards (AASs) that have significant effects on the financial statements and estimates disclosed in the notes under the heading: 'Significant judgement or estimates'.

The financial statements cover AMES Australia as an individual reporting entity and include all the controlled activities of the entity.

Entities consolidated into AMES Australia's reporting entity include:

Kare One Pty Ltd

Where control of an entity is obtained during the financial period, its results are included in the comprehensive operating statement from the date on which control commenced. Where control ceases during a financial period, the entity's results are included for that part of the period in which control existed. Where entities adopt dissimilar accounting policies and their effect is considered material, adjustments are made to ensure consistent policies are adopted in these financial statements.

Amounts in the financial report have been rounded to the nearest thousand dollars, unless otherwise stated.

1.2 Compliance Information

These general purpose financial statements have been prepared in accordance with the *Financial Management Act 1994* (FMA) and applicable Australian Accounting Standards (AASs) which include Interpretations, issued by the Australian Accounting Standards Board (AASB). In particular, they are presented in a manner consistent with the requirements of the AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Where appropriate, those AASs paragraphs applicable to not-for-profit (NFP) entities have been applied. Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

1.3 Goodwill

On 29 February 2024, AMES Australia completed the acquisition of 49% of the common shares of Kare One Pty Ltd. This provides AMES Australia with full control over Kare One Pty Ltd from 1 March 2024. As a result of the business acquisition, the goodwill recognised is \$5.938m.

**AMES AUSTRALIA
CONSOLIDATED ANNUAL FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

2. FUNDING DELIVERY OF OUR SERVICES

Introduction

AMES Australia’s overall objective is to achieve short and long term outcomes for migrants, refugees and the broader community through the delivery of education, training, employment and settlement services. This section presents the sources and amounts of revenue raised by AMES Australia. Contributions are received from both State and Commonwealth Government, and from other fees and charges.

Significant judgement:

AMES Australia has made the judgement that amounts received in relation to the sale of goods and services should be recognised under AASB 15 on the basis that the control of goods or services has been transferred to the customer and the performance obligations are satisfied.

Structure

2.1	Summary of revenue and income that funds the delivery of services9
2.2	Revenue and income from transactions10

2.1 Summary of revenue and income that funds the delivery of services

	Notes	Consolidated		AMES Australia	
		\$'000	\$'000	\$'000	\$'000
		2024	2023	2024	2023
Government contributions	2.2.1	5,934	5,003	5,934	5,003
Sale of goods and services	2.2.2	84,936	83,852	78,885	78,161
Other income	2.2.3	3,751	3,388	3,897	3,498
Interest income		1,101	830	1,101	830
Total revenue and income from transactions		95,722	93,073	89,817	87,492

Revenue and income that fund delivery of AMES Australia’s services are accounted for consistently with the requirements of the relevant accounting standards disclosed in the following notes.

**AMES AUSTRALIA
CONSOLIDATED ANNUAL FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

2. FUNDING DELIVERY OF OUR SERVICES (continued)

2.2 Revenue and income from transactions

2.2.1 Government contributions

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Government contributions – operating				
State government specific funded programs	4,963	4,603	4,963	4,603
Total government contributions - operating	4,963	4,603	4,963	4,603
State government - other contributions	971	400	971	400
Total government contributions - other	971	400	971	400
Total government contributions	5,934	5,003	5,934	5,003

The major operating grant of AMES Australia is the Victorian Training Guarantee (VTG) provided by the Victorian Government to the Vocational Education and Training (VET) sector for eligible training. In accordance with AASB 15 *Revenue for Contracts with Customers*, revenue is typically recognised at the point in time when AMES Australia has claimed and delivered the funded training for eligible students enrolled in its VET courses.

Other government contributions include state funding initiatives. The funding agreements for these initiatives transfer control on execution of the relevant agreement. AMES Australia recognises income immediately in the comprehensive operating statement when control is achieved over the funds and the contract is not enforceable or the performance obligations are not sufficiently specific. Where performance obligations are sufficiently specific, revenue is recognised in the comprehensive operating statement as the performance obligations are delivered.

2.2.2 Sale of goods and services

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Student fees and charges	61	43	61	43
Fee for service - Government	76,423	74,217	76,423	74,217
Fee for service - Other	8,437	9,578	2,386	3,887
Other non-course fees and charges				
Sale of goods	15	14	15	14
Total fees and charges	84,936	83,852	78,885	78,161

The sale of goods and services included in the table above are transactions that AMES Australia has determined to be classified as revenue from contracts with customers in accordance with AASB 15.

Revenue from sale of goods and services are predominantly for transactions related to the services delivered through Commonwealth Government contracts.

**AMES AUSTRALIA
CONSOLIDATED ANNUAL FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

2. FUNDING DELIVERY OF OUR SERVICES (continued)

2.2.2 Sale of goods and services (continued)

Performance obligations and revenue recognition policies

Revenue is measured based on the consideration specified in the contract with the customer. AMES Australia recognises revenue when it transfers control of a good or service to the customer, i.e. when, or as, the performance obligations for the sale of goods and services to the customer are satisfied.

- Customers obtain control of the supplies and consumables at a point in time when the goods are delivered to and have been accepted at their premises.
- Revenue from the sale of goods is recognised when the goods are delivered and have been accepted by the customer at their premises.
- Revenue from the rendering of services is recognised at a point in time when the performance obligation is satisfied when the service is completed; and over time when the customer simultaneously receives and consumes the services as it is provided.

Customers are invoiced and revenue is recognised when the goods are delivered and accepted by customers. For services rendered, where customers simultaneously receive and consume the services as it is provided, revenue is recognised progressively as contract assets until the customer is subsequently invoiced in accordance with the terms of the service agreement. For other customers that are only able to consume the services when they have been completed, revenue is only recognised upon completion and delivery of the services.

Consideration received in advance of recognising the associated revenue from the customer is recorded as a contract liability (Note 5.3).

2.2.3 Other income

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Rental income	1,338	1,424	1,338	1,424
Other income	2,413	1,964	2,559	2,074
Total other income	3,751	3,388	3,897	3,498

(i) Rental income

Rental income from leasing of investment properties which are operating leases are recognised on a straight-line basis over the lease term.

(ii) Other income

Other income includes donations and client contributions. Donations are recognised when received and the amount can be measured reliably. AMES Australia recognises donations as income under AASB 1058 where there are no sufficiently specific performance obligations.

**AMES AUSTRALIA
CONSOLIDATED ANNUAL FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024**

3. THE COST OF DELIVERING SERVICES

Introduction

This section provides an account of the expenses incurred by AMES Australia in delivering services and outputs.

Structure

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3.3	Income tax expenses16

3.1 Expenses incurred in the delivery of services

	Notes	Consolidated		AMES Australia	
		\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Employee expenses	3.1.1	53,076	49,196	48,109	44,797
Supplies and services expenses	3.2	17,815	18,704	17,723	18,561
Other operating expenses	3.2	23,181	22,254	22,918	21,692
Total expenses incurred in the delivery of services		94,072	90,154	88,750	85,050

3.1.1 Employee expenses in the comprehensive operating statement

	Notes	Consolidated		AMES Australia	
		\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Salaries, wages, overtime and allowances, annual leave, long service leave and other salary related costs		43,991	40,500	39,719	36,681
Superannuation	3.1.3	4,685	4,259	4,262	3,887
Payroll tax		2,618	2,319	2,458	2,176
Worker's compensation		748	491	636	426
Termination benefits		1,034	1,627	1,034	1,627
Total employee expenses		53,076	49,196	48,109	44,797

Employee expenses include all costs related to employment including wages and salaries, fringe benefits tax, leave entitlements, termination payments and WorkCover premiums.

The amount recognised in the comprehensive operating statement in relation to superannuation is employer contributions for members of both defined benefit and defined contribution superannuation plans that are paid or payable during the reporting period. AMES Australia does not recognise any defined benefit liabilities because AMES Australia has no legal or constructive obligation to pay future benefits relating to its employees. Its only obligation is to pay superannuation contributions as and when they fall due.

Termination benefits are payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. AMES Australia recognises termination benefits when it is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

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3. THE COST OF DELIVERING SERVICES (continued)

3.1.2 Employee benefits in the balance sheet

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered to the reporting date and recorded as an expense during the period the services are delivered.

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Current provisions				
Employee benefit – Annual leave				
Unconditional and expected to wholly settle within 12 months	2,929	2,921	2,766	2,767
Unconditional and expected to wholly settle after 12 months	918	818	918	818
Employee benefit – Long service leave				
Unconditional and expected to wholly settle within 12 months	743	698	622	576
Unconditional and expected to wholly settle after 12 months	2,548	2,636	2,548	2,636
Provision for on-costs				
Unconditional and expected to wholly settle within 12 months	146	131	115	104
Unconditional and expected to wholly settle after 12 months	474	476	474	476
Total current provisions for employee benefits	7,758	7,680	7,443	7,377
Non-currents provisions:				
Long service leave	555	347	555	347
Provision for on-costs	103	63	103	63
Total non-current provisions for employee benefits	658	410	658	410
Total provisions for employee benefits	8,416	8,090	8,101	7,787

Reconciliation of movements in on-cost provisions

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Opening Balance	670	595	643	595
Additional provisions recognised	8,053	7,069	7,358	6,490
Reductions arising from payments	(8,006)	(6,990)	(7,315)	(6,438)
Unwind of discount and effect of changes in the discount rate	6	(4)	6	(4)
Closing Balance	723	670	692	643
Current	620	607	589	580
Non-current	103	63	103	63

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3. THE COST OF DELIVERING SERVICES (continued)

(i) Wages and salaries, annual leave and sick leave

Liabilities for wages and salaries, including non-monetary benefits and annual leave are all recognised in the provision for employee benefits as 'current liabilities', because AMES Australia does not have an unconditional right to defer settlements of these liabilities.

The liability for salaries and wages are recognised in the balance sheet at remuneration rates which are current at the reporting date. As AMES Australia expects the liabilities to be wholly settled within 12 months of reporting date, they are measured at undiscounted amounts.

The annual leave liability is classified as a current liability and measured at the undiscounted amount expected to be paid, as AMES Australia does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

No provision has been made for sick leave as all sick leave is non-vesting and it is not considered probable that the average sick leave taken in the future will be greater than the benefits accrued in the future. As sick leave is non-vesting, an expense is recognised in the Comprehensive Operating Statement as it is taken.

(ii) Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

Unconditional LSL is disclosed in the notes to the financial statements as a current liability, even when AMES Australia does not expect to settle the liability within 12 months because it will not have the unconditional right to defer settlement of the entitlement should an employee take leave within 12 months.

The components of the current LSL liability are measured at:

- nominal value (undiscounted value) - component that is expected to be wholly settled within 12 months; or
- present value (discounted value) - component that is not expected to be wholly settled within 12 months.

Conditional LSL is disclosed as a non-current liability. There is an unconditional right to defer settlement of the entitlement until the employee has completed the requisite years of service. This non-current LSL liability is measured at present value.

Any gain or loss following revaluation of the present value of non-current LSL liability is recognised as a transaction, except to the extent that a gain or loss arises due to changes in bond interest for which it is then recognised as an 'other economic flow' in the net result (refer to Note 8.2).

(iii) Employee benefits on-costs

Provision for on-costs such as payroll tax, workers compensation and superannuation are not employee benefits.

They are disclosed separately as a component of the provision for employee benefits when the employment to which they relate has occurred.

3.1.3 Superannuation contributions

Employees of AMES Australia are entitled to receive superannuation benefits and AMES Australia contributes to both defined benefit and defined contribution plans. The defined benefit plan(s) provides benefits based on years of service and final average salary.

	Consolidated		AMES Australia	
	\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Paid contribution for the year:				
Defined benefit plans -				
State Superannuation Fund	8	15	8	15
Defined contribution plans -				
VicSuper	4,235	3,710	4,235	3,710
Other	423	372	-	-
Total paid contribution for the year	4,666	4,097	4,243	3,725
Contribution outstanding at year end (paid the following month)	19	162	19	162
Total superannuation expense recognised in the comprehensive operating statement	4,685	4,259	4,262	3,887

The basis for contributions is determined by the various schemes.

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3. THE COST OF DELIVERING SERVICES (continued)

3.2 Supplies and services / Other operating expenses

	Notes	Consolidated		AMES Australia	
		\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Supplies and services					
Purchases of supplies and consumables		429	469	408	464
Communication expenses		933	929	915	911
Contract and other services		2,389	2,263	2,380	2,254
Building repairs and maintenance		148	378	141	372
Minor equipment		205	271	205	256
Fees and charges		13,711	14,394	13,674	14,304
Total supplies and services		17,815	18,704	17,723	18,561
Other operating expenses					
General expenses					
Marketing and promotional expenses		573	422	567	411
Occupancy expenses		633	620	627	615
Audit fees and services	8.6	68	97	54	52
Staff development		197	172	187	165
Travel and motor vehicle expenses		465	573	438	540
Other expenses		487	711	258	281
Subtotal general expenses		2,423	2,595	2,131	2,064
Lease expenses					
Short-term lease expenses		303	939	302	936
Venue hire and equipment rentals		892	743	856	715
Subtotal operating lease expenses		1,195	1,682	1,158	1,651
Other expenses					
Employment service clients related expenses		2,041	2,481	2,041	2,481
Settlement support and community care client expenses		17,406	15,496	17,472	15,496
Other clients related expenses		116	-	116	-
Subtotal other expenses		19,563	17,977	19,629	17,977
Total other operating expenses		23,181	22,254	22,918	21,692

Supplies and services expenses are recognised as an expense in the reporting period in which they are incurred. Other operating expenses generally represent the day-to-day running costs incurred in normal operations.

The following lease payments are recognised on a straight-line basis:

- Short-term leases – leases with a term less than 12 months; and
- Low value leases – leases where the underlying asset's fair value (when new, regardless of the age of the asset being leased) is no more than \$10,000.

Variable lease payments that are not included in the measurement of the lease liability (i.e. variable lease payments that do not depend on an index or a rate and which are not, in substance fixed) such as those based on performance or usage of the underlying asset, are recognised in the Comprehensive Operating Statement (except for payments which have been included in the carrying amount of another asset) in the period in which the event or condition that triggers those payments occur.

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3. THE COST OF DELIVERING SERVICES (continued)

3.3 Income tax expenses

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
The components of income tax (benefit)/expense comprises:				
Current tax	246	292	-	-
Deferred tax	2	1	-	-
Income tax (benefit) / expense	244	293	-	-
The prima facie tax on profit/(loss) before income tax is reconciled to the Income tax expense/(benefit) as follows:				
Prima facie tax payable/(benefit) on profit/(loss) before income tax @ 30% (2023: 30%)				
	242	292	-	-
Add: tax effect on non-allowable items				
Deferred tax assets previously not recognised	2	1	-	-
Income tax (benefit) / expense	244	293	-	-

Income tax

AMES Australia is exempt from income tax under the Income Tax Assessment Act 1997 (Cth). However, its controlled entity Kare One Pty Ltd is not income tax exempt under the Income Tax Assessment Act 1997 (Cth).

Current tax

The charge for current income tax expense is based on the profit/(loss) for the year adjusted for any non-assessable or disallowed items. It is calculated using the tax rates that have been enacted or are substantially enacted by the balance date.

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4. MAJOR ASSETS AND INVESTMENTS

Introduction

This section outlines those assets that the organisation controls, representing the resources that have been utilised for delivery of those outputs.

Fair value measurements:

Where the assets included in this section are carried at fair value, additional information is disclosed in Note 7.3 in connection with how those fair values were determined.

Structure

4.1 Total property, plant and equipment17

4.1 Total property, plant and equipment

Consolidated	Gross Carrying Amount		Accumulated Depreciation		Net Carrying Amount	
	\$'000		\$'000		\$'000	
	2024	2023	2024	2023	2024	2023
Land at fair value	10,250	10,250	-	-	10,250	10,250
Buildings at fair value	30,040	29,475	(8,360)	(4,325)	21,680	25,150
Building improvements	1,178	1,136	(554)	(478)	624	658
Leasehold improvements at fair value	4,287	4,164	(4,156)	(3,989)	131	175
Plant & equipment, computer equipment	2,575	3,453	(2,476)	(3,320)	99	133
Motor vehicles at fair value	804	806	(660)	(713)	144	93
Net carrying amount	49,134	49,284	(16,206)	(12,825)	32,928	36,459

AMES Australia	Gross Carrying Amount		Accumulated Depreciation		Net Carrying Amount	
	\$'000		\$'000		\$'000	
	2024	2023	2024	2023	2024	2023
Land at fair value	10,250	10,250	-	-	10,250	10,250
Buildings at fair value	29,956	29,392	(8,295)	(4,288)	21,661	25,104
Building improvements	1,178	1,136	(554)	(478)	624	658
Leasehold improvements at fair value	4,287	4,164	(4,156)	(3,989)	131	175
Plant & equipment, computer equipment	2,491	3,423	(2,415)	(3,310)	76	113
Motor vehicles at fair value	633	645	(589)	(606)	44	39
Net carrying amount	48,795	49,010	(16,009)	(12,671)	32,786	36,339

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4. MAJOR ASSETS AND INVESTMENTS (continued)

4.1 Total property, plant and equipment (continued)

The following table is a subset of buildings by right-of-use assets:

Consolidated	Gross Carrying Amount	Accumulated Depreciation	Net Carrying Amount	Gross Carrying Amount	Accumulated Depreciation	Net Carrying Amount
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
	2024	2024	2024	2023	2023	2023
Buildings at fair value	8,812	(6,879)	1,933	8,248	(4,325)	3,923
Net carrying amount	8,812	(6,879)	1,933	8,248	(4,325)	3,923

AMES Australia	Gross Carrying Amount	Accumulated Depreciation	Net Carrying Amount	Gross Carrying Amount	Accumulated Depreciation	Net Carrying Amount
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
	2024	2024	2024	2023	2023	2023
Buildings at fair value	8,729	(6,814)	1,915	8,165	(4,288)	3,877
Net carrying amount	8,729	(6,814)	1,915	8,165	(4,288)	3,877

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4. MAJOR ASSETS AND INVESTMENTS (continued)

4.1 Total property, plant and equipment (continued)

All non-financial physical assets, are measured initially at cost and subsequently revalued at fair value less accumulated depreciation and impairment. Where an asset is received for no or nominal consideration, the cost is the asset's fair value at the date of acquisition.

The cost of constructed non-financial physical assets includes the cost of all materials used in construction, direct labour on the project and an appropriate proportion of variable and fixed overheads.

The cost of a leasehold improvement is capitalised and depreciated over the shorter of the remaining term of the lease or their estimated useful lives.

Right-of-use assets are generally depreciated over the lease term shorter of the asset's useful life and the lease term.

Indefinite life assets: Land which is considered as having an indefinite life, are not depreciated. Depreciation is not recognised in respect of this asset because their service potential has not, in any material sense, been consumed during the reporting period.

Impairment: Non-financial assets, including items of property, plant and equipment, are tested for impairment annually and whenever there is an indication that the asset may be impaired.

The assets concerned are tested as to whether their carrying value exceeds their recoverable amount. Where an asset's carrying value exceeds its recoverable amount, the difference is written off as an 'other economic flow', except to the extent that it can be debited to an asset revaluation surplus amount applicable to that class of asset.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However, this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

The recoverable amount for most assets is measured at the higher of current replacement cost and fair value less costs to sell. Recoverable amount for assets held primarily to generate net cash inflows is measured at the higher of the present value of future cash flows expected to be obtained from the asset and fair value less costs to sell.

Revaluations of non-current physical assets

Non-current physical assets measured at fair value are revalued in accordance with Financial Reporting Directions (FRDs) issued by the Assistant Treasurer. A full revaluation normally occurs every five years, based upon the asset's government purpose classification, but may occur more frequently if fair value assessments indicate material changes in values. Independent valuers are generally used to conduct these scheduled revaluations. Revaluation increases or decreases arise from differences between an asset's carrying value and fair value.

At 30 June 2023, an independent valuation of all land and buildings was performed by the Valuer General Victoria.

Management have assessed fair value at 30 June 2024 for AMES' land and buildings by applying the Valuer General Victoria (VGV) indexation factors for the financial year ending 30 June 2024. No revaluation was required as a result of this assessment.

In addition, fair value assessments have been performed for all other classes of assets and the decision was made that movements were not material (less than 10 per cent) for a full revaluation.

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4. MAJOR ASSETS AND INVESTMENTS (continued)

4.1 Total property, plant and equipment (continued)

4.1.1 Depreciation

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Buildings	4,036	3,126	4,008	3,099
Plant & equipment, computer equipment	83	115	74	110
Motor vehicles	52	85	26	65
Leasehold improvements	167	57	167	57
Building improvements	76	76	76	76
Total depreciation	4,414	3,459	4,351	3,407

All buildings, plant and equipment and other non-financial physical assets that have finite useful lives, are depreciated.

Depreciation is generally calculated on a straight-line basis so as to write off the net cost or other revalued amount of each asset over its expected useful life to its estimated residual value.

Depreciation rates used for each class of depreciable assets are:

Class of assets	Useful Life (Years)
Buildings	11 - 45
Building improvements	15
Leasehold improvements	2 - 15
Plant & equipment	5 - 15
Computer equipment	3 - 4
Motor vehicles	5
Right-of-use Asset	1 - 3

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments made where appropriate. There has been no change in the methodology and no major change in the rates for the reporting period.

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4. MAJOR ASSETS AND INVESTMENTS (continued)

4.1.2 Reconciliations of movements in carrying amount of property, plant & equipment

Consolidated	Land		Buildings		Building improvements		Leasehold improvements		Plant & equipment, computer equipment		Motor vehicles		Right-of-use Assets: Property		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Opening balance	10,250	9,786	21,277	15,882	657	733	176	82	131	176	93	179	3,924	2,174	36,459	29,013
Additions	-	-	-	-	43	-	122	151	51	70	121	-	565	3,769	901	3,990
Disposals	-	-	-	-	-	-	-	-	-	-	(18)	(1)	-	-	(18)	(1)
Depreciation	-	-	(1,481)	(1,107)	(76)	(76)	(167)	(57)	(83)	(115)	(52)	(85)	(2,555)	(2,019)	(4,414)	(3,459)
Impairment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net revaluation increments/ (decrements)	-	464	-	6,452	-	-	-	-	-	-	-	-	-	-	-	6,916
Closing balance	10,250	10,250	19,746	21,227	624	657	131	176	99	131	144	93	1,934	3,924	32,928	36,459

AMES Australia	Land		Buildings		Building improvements		Leasehold improvements		Plant & equipment, computer equipment		Motor vehicles		Right-of-use Assets: Property		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024	2023
Opening balance	10,250	9,786	21,277	15,882	657	733	176	82	113	167	38	104	3,877	2,100	36,339	28,855
Additions	-	-	-	-	43	-	122	151	37	56	40	-	565	3,769	806	3,976
Disposals	-	-	-	-	-	-	-	-	-	-	(8)	(1)	-	-	(8)	(1)
Depreciation	-	-	(1,481)	(1,107)	(76)	(76)	(167)	(57)	(74)	(110)	(26)	(65)	(2,527)	(1,992)	(4,351)	(3,407)
Impairment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net revaluation increments/ (decrements)	-	464	-	6,452	-	-	-	-	-	-	-	-	-	-	-	6,916
Closing balance	10,250	10,250	19,746	21,227	624	657	131	176	76	113	44	38	1,915	3,877	32,786	36,339

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5. OTHER ASSETS AND LIABILITIES

Introduction

This section sets out other assets and liabilities that arise from the organisation's operations.

Structure

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5.4	Other provisions25
5.5	Deferred taxes26

5.1 Receivables

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Current receivables				
Contractual				
Trade receivables	390	938	67	646
Revenue receivables	5,574	4,308	5,574	4,308
Other receivables	158	147	123	147
Total current receivables	6,122	5,393	5,764	5,101
<i>Represented by:</i>				
Current receivables	6,122	5,393	5,625	5,101
Non-current receivables	-	-	-	-

Contractual receivables are classified as financial instruments and categorised as 'financial assets at amortised costs'. They are initially recognised at fair value plus any directly attributable transaction costs. AMES Australia holds the contractual receivables with the objective to collect the contractual cash flows and therefore subsequently measured at amortised cost using the effective interest method, less any impairment.

Statutory receivables do not arise from contracts and are recognised and measured similarly to contractual receivables (except for impairment) but are not classified as financial instruments for disclosure purposes. AMES Australia applies AASB 9 for initial measurement of the statutory receivables and, as a result, statutory receivables are initially recognised at fair value plus any directly attributable transaction cost.

Details about AMES Australia's impairment policies, credit risk exposure and the calculation of the loss allowance are set out in Note 7.1.

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5. OTHER ASSETS AND LIABILITIES (continued)

5.2 Payables

	Consolidated		AMES Australia	
	\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Contractual				
Supplies and services	5,209	3,865	5,124	3,885
Accrued salaries, wages and superannuation	285	222	285	222
Other payables	-	2,940	-	2,940
Statutory				
Taxes payable	835	1,093	701	912
Total payables	6,329	8,120	6,110	7,959
<i>Represented by:</i>				
Current payables	6,329	8,120	6,110	7,959
Non-current payables	-	-	-	-

Payables consist of:

- **contractual payables:** Classified as financial instruments and measured at amortised cost. Accounts payable represent liabilities for goods and services provided to AMES Australia prior to the end of the financial period that are unpaid, and arise when AMES Australia becomes obliged to make future payments in respect of the purchase of those goods and services; and
- **statutory payables:** Recognised and measured similarly to contractual payables, but are not classified as financial instruments and not included in the category of financial liabilities at amortised cost, because they do not arise from a contract.

The terms and conditions of amounts payable to the government and agencies vary according to the particular agreements and as they are not legislative payables, they are not classified as financial instruments.

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5. OTHER ASSETS AND LIABILITIES (continued)

5.2 Payables (continued)

Maturity analysis of financial liabilities

Consolidated	Carrying amount	Nominal amount	Less than 1 month	1 - 3 months	3 months - 1 year	1 - 5 years	5+ years
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2024							
Supplies and services	5,209	5,209	5,209	-	-	-	-
Accrued salaries, wages and superannuation	285	285	285	-	-	-	-
Total	5,494	5,494	5,494	-	-	-	-
2023							
Supplies and services	3,865	3,865	3,865	-	-	-	-
Accrued salaries, wages and superannuation	222	222	222	-	-	-	-
Other payables	2,940	2,940	-	-	2,940	-	-
Total	7,027	7,027	4,087	-	2,940	-	-
AMES Australia							
AMES Australia	Carrying amount	Nominal amount	Less than 1 month	1 - 3 months	3 months - 1 year	1 - 5 years	5+ years
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2024							
Supplies and services	5,124	5,124	5,124	-	-	-	-
Accrued salaries, wages and superannuation	285	285	285	-	-	-	-
Total	5,409	5,409	5,409	-	-	-	-
2023							
Supplies and services	3,885	3,885	3,885	-	-	-	-
Accrued salaries, wages and superannuation	222	222	222	-	-	-	-
Other payables	2,940	2,940	-	-	2,940	-	-
Total	7,047	7,047	4,107	-	2,940	-	-

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5. OTHER ASSETS AND LIABILITIES (continued)

5.3 Contract liabilities

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Contract liabilities				
Opening balance	2,093	2,744	1,982	2,602
Add: Payments received for performance obligations yet to be completed during the period	29,706	26,814	29,690	26,814
Less: Revenue recognised in the reporting period for the completion of a performance obligation	(30,145)	(27,465)	(30,145)	(27,434)
Total contract liabilities	1,654	2,093	1,527	1,982
<i>Represented by</i>				
Current contract liabilities	1,654	2,093	1,527	1,982
Non-current contract liabilities	-	-	-	-

AMES Australia recognises contract liabilities for consideration received in respect of unsatisfied performance obligations and reports these amounts as 'contract liabilities' in the balance sheet.

5.4 Other provisions

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Current provisions				
Make-good provision	118	403	118	403
Total other provisions	118	403	118	403

Provisions are recognised when AMES Australia has a present obligation, the future sacrifice of economic benefits is probable, and the amount of the provision can be measured reliably.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at reporting date, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

Reconciliation of movements in other provisions^(a)

	Consolidated		AMES Australia	
	Make-good		\$'000	Total \$'000
	\$'000	\$'000		
	2024	2023	2024	2023
Opening Balance	403	424	403	424
Additional provisions recognised	73	-	73	-
Reductions arising from payments	(47)	(21)	(47)	(21)
Reductions resulting from re-measurement or settlement without cost	(311)	-	(311)	-
Closing Balance	118	403	118	403

Note: (a) The total balance in 'Provisions' relate fully to make-good.

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5. OTHER ASSETS AND LIABILITIES (continued)

5.5 Deferred taxes

Deferred tax assets

	Opening Balance \$'000	Charged to Income \$'000	Charged directly to equity \$'000	Closing Balance \$'000
Balance at 30 June 2023	115	-	-	115
Recognition of deferred tax	-	2	-	2
Balance at 30 June 2024	115	2	-	117

Deferred tax liabilities

	Opening Balance \$'000	Charged to Income \$'000	Charged directly to equity \$'000	Closing Balance \$'000
Balance at 30 June 2023	108	-	-	108
Recognition of deferred tax	-	-	-	-
Balance at 30 June 2024	108	-	-	108

The taxable entity is Kare One Pty Ltd.

Deferred tax is recognised in respect of temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements. No deferred income tax will be recognised from the initial recognition of an asset or liability, excluding a business combination, where there is no effect on accounting or taxable profit or loss.

Deferred tax is calculated at the tax rates that are expected to apply to the period when the asset is realised or liability is settled. Deferred tax is credited in the net operating result except where it relates to items that may be credited directly to equity, in which case the deferred tax is adjusted directly against equity.

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6. FINANCING OUR OPERATIONS

Introduction

This section includes disclosures of balances that are financial instruments. Notes 7.1 and 7.3 provide additional, specific financial instrument disclosures.

Structure

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6.3	Commitments31

6.1 Cash flow information and balances

Cash and deposits, including cash equivalents, comprise cash on hand and cash at bank, deposits at call and those highly liquid investments with an original maturity of three months or less, which are held for the purpose of meeting short term cash commitments rather than for investment purposes, and which are readily convertible to known amounts of cash and are subject to an insignificant risk of changes in value.

For cash flow statement presentation purposes, cash and cash equivalents include bank overdrafts, which are included as current borrowings on the balance sheet, as indicated in the reconciliation below.

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Total cash and deposits disclosed in the balance sheet	21,761	26,860	20,424	25,823
Balance as per cash flow statement	21,761	26,860	20,424	25,823

6.1.1 Reconciliation of the net result for the year to the cash flow from operating activities

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Net result for the period	(3,025)	(964)	(3,340)	(1,056)
Non-cash movements:				
Depreciation and amortisation of non-current assets	4,414	3,459	4,351	3,407
Net (gain)/loss of sale of non-current assets	(74)	(32)	(35)	(32)
Other non-cash movements	2,256	(1,969)	2,006	(1,969)
Total non-cash flows in operating result	6,596	1,458	6,322	1,406
Movements in assets and liabilities				
Decrease/(increase) in receivables	(640)	2,419	(665)	2,384
Decrease/(increase) in inventories	36	14	23	6
(Increase)/decrease in other assets	(277)	(124)	(275)	(104)
Increase/(decrease) in payables and contract liabilities	619	(654)	646	(669)
Increase/(decrease) in other liabilities	(1,961)	1,789	(1,961)	1,789
Increase/(decrease) in employee benefits	326	32	315	33
Increase/(decrease) in provisions	(269)	(53)	(285)	(21)
Total movements in assets and liabilities	(2,166)	3,423	(2,202)	3,418
Adjustment for non controlling interest	-	88	-	-
Net cash flows from/(used in) operating activities	1,405	4,005	780	3,768

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6. FINANCING OUR OPERATIONS (continued)

Financing facilities

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Unsecured credit card facility, reviewed annually and payable at call				
Amount used	233	202	225	185
Balance available	187	218	175	215
Total credit card facility with bank	420	420	400	400

6.2 Leases

AMES Australia lease various properties. The lease contracts are typically made for fixed periods of 1-3 years with an option to renew the lease after that date.

Property leases with a contract term of 1 year or less are either short-term and or/leases of low-value items. AMES Australia has elected not to recognise right-of-use assets and lease liabilities for these leases.

At 30 June 2024, AMES Australia was committed to short term leases and the total commitment at that date was \$385,787 (2023: \$395,816).

Leases at significantly below-market terms and conditions

AMES Australia have leases that are at significantly below-market terms and conditions. The lease contracts have been entered primarily to enable AMES Australia to further its objectives. The leased premises are used by AMES Australia to provide a range of services such as a community hub, vocational teaching and rooming house.

6.2 (a) Right-of-use Assets

Right-of-use assets are presented in note 4.1.

6.2 (b) Amounts recognised in the Comprehensive Operating Statement

The following amounts are recognised in the Comprehensive Operating Statement relating to leases:

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Interest expense on lease liabilities	125	103	125	103
Expenses relating to short term leases	303	937	302	936
Total amount recognised in the comprehensive operating statement	428	1,040	427	1,039

6.2 (c) Amounts recognised in the Cash Flow Statement

The following amounts are recognised in the Cash Flow Statement for the year ending 30 June 2024 relating to leases.

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Repayment of principle portion of lease liabilities	2,641	2,082	2,613	2,053
Expenses relating to short term leases	303	937	302	936
Total cash outflow for leases	2,944	3,019	2,915	2,989

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6. FINANCING OUR OPERATIONS (continued)

6.2 Leases (continued)

For any new contracts entered into, AMES Australia considers whether a contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'. To apply this definition AMES Australia assesses whether the contract meets three key evaluations:

- Whether the contract contains an identified asset, which is either explicitly identified in the contract or implicitly specified by being identified at the time the asset is made available to AMES Australia and for which the supplier does not have substantive substitution rights;
- Whether AMES Australia has the right to obtain substantially all of the economic benefits from use of the identified asset throughout the period of use, considering its rights within the defined scope of the contract and AMES Australia has the right to direct the use of the identified asset throughout the period of use; and
- Whether AMES Australia has the right to take decisions in respect of 'how and for what purpose' the asset is used throughout the period of use.

Separation of lease and non-lease components

At inception or on reassessment of a contract that contains a lease component, the lessee is required to separate out and account separately for non-lease components within a lease contract and exclude these amounts when determining the lease liability and right-of-use asset amount.

Recognition and measurement of leases as a lessee

Lease Liability – initial measurement

The lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease if that rate is readily determinable or the incremental borrowing rate as per Treasury Corporation of Victoria.

Lease payments included in the measurement of the lease liability comprise the following:

- fixed payments (including in-substance fixed payments) less any lease incentive receivable;
- variable payments based on an index or rate, initially measured using the index or rate as at the commencement date;
- amounts expected to be payable under a residual value guarantee; and
- payments arising from purchase and termination options reasonably certain to be exercised.

Lease Liability – subsequent measurement

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification, or if there are changes in-substance fixed payments.

When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset, or profit and loss if the right-of-use asset is already reduced to zero.

Short-term leases and leases of low-value assets

AMES Australia has elected to account for short-term leases and leases of low-value assets using the practical expedients. Instead of recognising a right-of-use asset and lease liability, the payments in relation to these are recognised as an expense in profit or loss on a straight-line basis over the lease term.

Below market/Peppercorn lease

Right-of-use assets under leases at significantly below-market terms and conditions that are entered into principally to enable AMES Australia to further its objectives, are initially and subsequently measured at cost.

These right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets.

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6. FINANCING OUR OPERATIONS (continued)

6.2 Leases (continued)

Presentation of right-of-use assets and lease liabilities

AMES Australia presents right-of-use assets as 'property, plant and equipment'. Lease liabilities are presented as 'lease liabilities' in the balance sheet.

Consolidated	Minimum future lease payments		Present value of minimum future lease payments	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Other lease liabilities payable				
Not longer than 1 year	1,211	695	1,211	695
Longer than 1 year but not longer than 5 years	695	3,285	664	3,122
Minimum future lease payments	1,906	3,980	1,875	3,817
Less future finance charges	(31)	(163)	-	-
Present value of minimum lease payments	1,875	3,817	1,875	3,817
Included in the financial statements as:				
Current lease liabilities	-	-	1,554	2,351
Non-current lease liabilities	-	-	321	1,466
Total	-	-	1,875	3,817

AMES Australia	Minimum future lease payments		Present value of minimum future lease payments	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Other lease liabilities payable				
Not longer than 1 year	1,192	695	1,192	695
Longer than 1 year but not longer than 5 years	695	3,285	664	3,122
Minimum future lease payments	1,887	3,980	1,856	3,817
Less future finance charges	(31)	(163)	-	-
Present value of minimum lease payments	1,856	3,817	1,856	3,817
Included in the financial statements as:				
Current lease liabilities	-	-	1,535	2,351
Non-current lease liabilities	-	-	321	1,466
Total	-	-	1,856	3,817

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6. FINANCING OUR OPERATIONS (continued)

6.3 Commitments

Commitments for future expenditure include operating and capital commitments arising from contracts. These commitments are recorded below at their nominal value and inclusive of GST. Where it is considered appropriate and provides additional relevant information to users, the net present values of significant individual projects are stated. These future expenditures cease to be disclosed as commitments once the related liabilities are recognised in the balance sheet.

6.3.1 Total commitments payable

Consolidated / AMES Australia	Less than 1 year	1 – 5 years	5+ years	Total
	2024	\$'000	\$'000	\$'000
Capital expenditure commitments payable				
Operating commitments payable	312	-	-	312
Total commitments (inclusive of GST)	312	-	-	312
Less GST recoverable	(28)	-	-	(28)
Total commitments (exclusive of GST)	284	-	-	284

Consolidated / AMES Australia	Less than 1 year	1 – 5 years	5+ years	Total
	2023	\$'000	\$'000	\$'000
Capital expenditure commitments payable	26	-	-	26
Operating commitments payable	258	-	-	258
Total commitments (inclusive of GST)	284	-	-	284
Less GST recoverable	(26)	-	-	(26)
Total commitments (exclusive of GST)	258	-	-	258

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS

Introduction

AMES Australia is exposed to risk from its activities and outside factors. In addition, it is often necessary to make judgements and estimates associated with recognition and measurement of items in the financial statements. This section sets out financial instrument specific information, (including exposures to financial risks) as well as those items that are contingent in nature or require a higher level of judgement to be applied, which for AMES Australia related mainly to fair value determination.

Structure

7.1	Financial instruments specific disclosures32
7.2	Contingent assets and liabilities32
7.3	Fair value determination40

7.1 Financial instruments specific disclosures

Financial instruments arise out of contractual agreements that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity.

Categories of financial assets

Financial assets at amortised cost

Financial assets are measured at amortised cost if both of the following criteria are met and the assets are not designated as fair value through net result:

- the assets are held by the organisation to collect the contractual cash flows, and
- the assets' contractual terms give rise to cash flows that are solely payments of principal and interest.

These assets are initially recognised at fair value plus any directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method less any impairment. AMES Australia recognises the following assets in this category:

- cash and deposits;
- receivables (excluding statutory receivables)
- contractual receivables.

Categories of financial liabilities

Financial liabilities at amortised cost are initially recognised on the date they are originated. They are initially measured at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these financial instruments are measured at amortised cost with any difference between the initial recognised amount and the redemption value being recognised in profit and loss over the period of the interest bearing liability, using the effective interest rate method. AMES Australia recognises the following liabilities in this category:

- contractual payables (excluding statutory payables); and
- lease liabilities.

Derecognition of financial assets: A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when:

- the rights to receive cash flows from the asset have expired; or
- AMES Australia retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass through' arrangement; or
- AMES Australia has transferred its rights to receive cash flows from the asset and either:
 - has transferred substantially all the risks and rewards of the asset, or
 - has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

Where AMES Australia has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the organisation's continuing involvement in the asset.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1 Financial instruments specific disclosures (continued)

Derecognition of financial liabilities: A financial liability is derecognised when the obligation under the liability is discharged, cancelled or expires.

When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised as an 'other economic flow' in the comprehensive operating statement.

7.1.1 Carrying amount of financial instruments by category

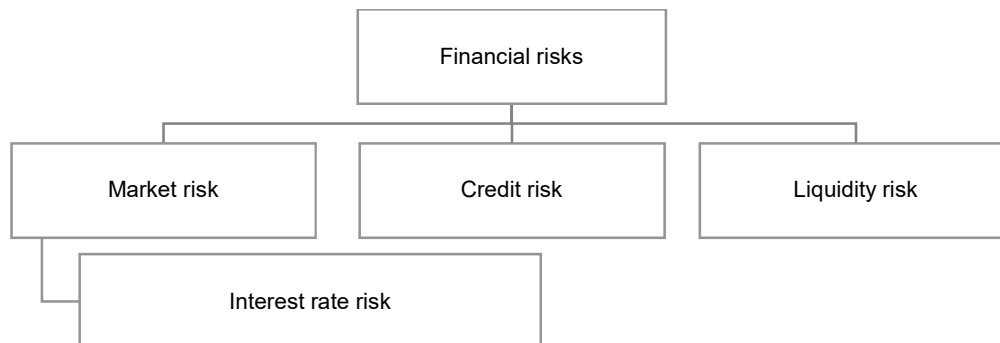
Category		Consolidated		AMES Australia	
		\$'000 2024	\$'000 2023	\$'000 2024	\$'000 2023
Contractual financial assets					
Cash and deposits	Cash and deposits	21,761	26,860	20,424	25,823
Receivables ^(a)	Financial assets at amortised cost	6,122	5,393	5,764	5,101
Total contractual financial assets		27,883	32,253	26,188	30,924
Contractual financial liabilities					
Payables ^(a)	Financial liabilities at amortised cost	5,494	7,027	5,409	7,047
Lease liabilities	Financial liabilities at amortised cost	1,875	3,863	1,856	3,817
Total contractual financial liabilities		7,369	10,890	7,265	10,864

Note: (a) Receivables and payables disclosed here exclude statutory receivables and statutory payables.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1.2 Financial risk management objective and policies



As a whole, AMES Australia's financial risk management program seeks to manage these risks and the associated volatility of its financial performance.

Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised, with respect to each class of financial asset, financial liability and equity instrument above are disclosed in Note 7.1 to the financial statements.

The main risks AMES Australia is exposed to through its financial instruments are market risk (including interest rate risk, foreign currency risk), credit risk and liquidity risk.

The organisation's overall risk management program focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on the financial performance of AMES Australia by adhering to principles on interest rate risk and credit risk. Compliance with policies and exposure limits is reviewed by management on a continuous basis. AMES Australia does not enter into or trade financial instruments, including derivative financial instruments for speculative purposes. As a part of this risk management strategy, AMES Australia holds over 78.4% (2022/23: 75.7%) of its financial assets in cash and equivalents. AMES Australia uses different methods to measure different types of risk to which it is exposed. These methods include sensitivity analysis in the case of interest rate and other price risks and ageing analysis for credit risk.

AMES Australia's corporate finance provides services to its business units, co-ordinates access to domestic and international financial markets, monitors and manages the financial risks relating to the operations through internal risk reports which analyses exposures by degree and magnitude of risks. These risks include market (including fair value interest rate risk) credit risk and liquidity risk.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1.2 Financial risk management objective and policies (continued)

Financial instruments: Credit risk

Credit risk refers to the possibility that a borrower will default on its financial obligations as and when they fall due. The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets, is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements.

Credit risk is measured at fair value and is monitored on a regular basis to ensure that AMES Australia is not exposed to significant bad debts or impairment. Credit risk is monitored by actively assessing the liquidity of counterparties.

There are no material amounts of collateral held as security at 30 June 2024.

There has been no significant change in the organisation's exposure, or its objectives, policies and processes for managing credit risk or the methods used to measure this risk from the previous reporting period.

Credit quality of contractual financial assets that are neither past due nor impaired^(a)

Consolidated	2024	Financial institutions (AA- rating) \$'000	Government agencies (AA rating) \$'000	Total \$'000
Financial assets				
Financial assets with loss allowance measured at 12-month expected credit loss				
Cash and deposits		21,761	-	21,761
Receivables ^(a)		-	6,123	6,123
Total financial assets		21,761	6,123	27,884
2023				
Financial assets				
Financial assets with loss allowance measured at 12-month expected credit loss				
Cash and deposits		26,860	-	26,860
Receivables ^(a)		-	5,393	5,393
Total financial assets		26,860	5,393	32,253
AMES Australia				
	2024	Financial institutions (AA- rating) \$'000	Government agencies (AA rating) \$'000	Total \$'000
Financial assets				
Financial assets with loss allowance measured at 12-month expected credit loss				
Cash and deposits		20,424	-	20,424
Receivables ^(a)		-	5,764	5,764
Total financial assets		20,424	5,764	26,188
2023				
Financial assets				
Financial assets with loss allowance measured at 12-month expected credit loss				
Cash and deposits		25,823	-	25,823
Receivables ^(a)		-	5,101	5,101
Total financial assets		25,823	5,101	30,924

Note: (a) The total amounts disclosed here exclude statutory amounts (e.g. amounts owing to/from Victorian Government, GST input tax credit recoverable and taxes payable).

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1.2 Financial risk management objective and policies (continued)

Impairment of financial assets

AMES Australia records the allowance for expected credit loss for the relevant financial instruments applying AASB 9's Expected Credit Loss (ECL) approach. Subject to AASB 9 impairment assessment include AMES Australia's contractual receivables and statutory receivables.

Equity instruments are not subject to impairment under AASB 9. Other financial assets mandatorily measured or designated at fair value through net result are not subject to impairment assessment under AASB 9. While cash and cash equivalents are also subject to the impairment requirements of AASB 9, the identified impairment loss was immaterial.

Although not a financial asset, contract assets recognised applying AASB 15 (refer to Note 5.1) are also subject to impairment however it is immaterial.

Contractual receivables at amortised cost

AMES Australia applies AASB 9 simplified approach for all contractual receivables to measure expected credit losses using a lifetime expected loss allowance based on assumptions of risk of default and expected loss rates. The expected loss rates are based on AMES Australia's past history, existing market conditions as well as forward-looking estimates at the end of the financial year.

In measuring the expected credit losses, the trade receivables have been assessed on a collective basis as they possess shared credit risk characteristics. Based on historical information about customer default rates and occurrences, management consider the credit quality of trade receivables that are not past due or impaired to be good.

The assessment at the end of the financial year resulted with no additional impairment losses to be recognised.

Statutory receivables at amortised cost

AMES Australia's non-contractual receivables arising from statutory requirements are not financial instruments. However, they are nevertheless recognised and measured in accordance with AASB 9 requirements as if those receivables are financial instruments.

Statutory receivables are considered to have low credit risk, taking into account the counterparty's credit rating, risk of default and capacity to meet contractual cash flow obligations in the near term. As the result, the loss allowance recognised for these financial assets during the period was limited to 12 months of expected losses. No loss allowance has been recognised.

Financial instruments: Liquidity risk

Liquidity risk arises from being unable to meet financial obligations as they fall due.

The responsibility for liquidity risk management rests with the Board of Directors of AMES Australia. AMES Australia manages liquidity risk by maintaining adequate reserves and banking facilities by continuously monitoring forecast and actual cash flows and matching the maturity profiles of financial assets and liabilities.

There has been no significant change in the organisation's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1.2 Financial risk management objective and policies (continued)

Financial instruments: Market risk

AMES Australia in its daily operations is exposed to a number of market risks. Market risks relate to the risk that market rates and prices will change and that this will have an adverse effect on the operating result and /or net worth of AMES Australia.

The Board's oversight includes that all market risk exposure is consistent with AMES Australia's business strategy and within the risk tolerance of AMES Australia. The Board are presented with reports should there be any risks identified.

There has been no significant change in the organisation's exposure, or its objectives, policies and processes for managing market risk or the methods used to measure this risk from the previous reporting period.

Interest rate risk

Interest rate risk arises from the potential for a change in interest rates to change the expected net interest earnings in the current reporting period and in future years, or cause a fluctuation in the fair value of the financial instruments.

The objective is to manage the interest rate risk to achieve stable and sustainable net interest earnings in the long term. This is managed predominantly through a mixture of short term and longer term investments. Management monitors movement in interest rates on a monthly basis.

There has been no significant change in the organisation's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1.2 Financial risk management objective and policies (continued)

The organisation's exposure to interest rate risks and the effective interest rates of financial assets and financial liabilities are set out in the financial instrument composition and maturity analysis table below:

Interest rate exposure of financial instruments

Consolidated	Weighted average interest rate	Carrying amount	Interest rate exposure		
			Variable interest rate	Fixed interest rate	Non-interest bearing
2024	%	\$'000	\$'000	\$'000	\$'000
Financial assets					
Cash and deposits	4.47	21,761	21,756	-	5
Receivables^(a)					
Trade receivables		390	-	-	390
Revenue receivables		5,574	-	-	5,574
Other receivables		159	-	-	159
Total financial assets		27,884	21,756	-	6,128
Financial liabilities					
Payables ^(a)		5,540	-	-	5,540
Lease liabilities	4.72	1,875	-	1,875	-
Total financial liabilities		7,415	-	1,875	5,540

AMES Australia	Weighted average interest rate	Carrying amount	Interest rate exposure		
			Variable interest rate	Fixed interest rate	Non-interest bearing
2024	%	\$'000	\$'000	\$'000	\$'000
Financial assets					
Cash and deposits	4.47	20,424	20,420	-	4
Receivables^(a)					
Trade receivables		67	-	-	67
Revenue receivables		5,574	-	-	5,574
Other receivables		123	-	-	123
Total financial assets		26,188	20,420	-	5,768
Financial liabilities					
Payables ^(a)		5,409	-	-	5,409
Lease liabilities	4.72	1,856	-	1,856	-
Total financial liabilities		7,265	-	1,856	5,409

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.1.2 Financial risk management objective and policies (continued)

Interest rate exposure of financial instruments (continued)

Consolidated	Weighted average interest rate	Carrying amount	Interest rate exposure			
			Variable interest rate	Fixed interest rate	Non-interest bearing	
			2023	%	\$'000	\$'000
Financial assets						
Cash and deposits	3.18	26,860	25,819	-	-	1,041
Receivables^(a)						
Trade receivables		938	-	-	-	938
Revenue receivables		4,308	-	-	-	4,308
Other receivables		147	-	-	-	147
Total financial assets		32,253	25,819	-	-	6,434
Financial liabilities						
Payables ^(a)		7,098	-	-	-	7,098
Lease liabilities	6.24	3,863	-	3,864	-	-
Total financial liabilities		10,961	-	3,864	-	7,098

AMES Australia	Weighted average interest rate	Carrying amount	Interest rate exposure			
			Variable interest rate	Fixed interest rate	Non-interest bearing	
			2023	%	\$'000	\$'000
Financial assets						
Cash and deposits	3.18	25,823	25,819	-	-	4
Receivables^(a)						
Trade receivables		646	-	-	-	646
Revenue receivables		4,308	-	-	-	4,308
Other receivables		147	-	-	-	147
Total financial assets		30,924	25,819	-	-	5,105
Financial liabilities						
Payables ^(a)		7,047	-	-	-	7,047
Lease liabilities	6.24	3,817	-	3,817	-	-
Total financial liabilities		10,864	-	3,817	-	7,047

Note: (a) The carrying amounts disclosed here exclude statutory receivables and payables.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.2 Contingent assets and contingent liabilities

Contingent assets and contingent liabilities are not recognised in the balance sheet but are disclosed and, if quantifiable, are measured at nominal value.

Contingent assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity.

As at the reporting date there were no contingent assets (nil in 2022/23).

Contingent liabilities

Contingent liabilities are:

- possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity; or
- present obligations that arise from past events but are not recognised because:
 - it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligations; or
 - the amount of the obligations cannot be measured with sufficient reliability.

Contingent liabilities are also classified as either quantifiable or non-quantifiable.

As at the reporting date there were no contingent liabilities (nil in 2022/23).

7.3 Fair value determination

Significant judgement: Fair value measurements of assets and liabilities

Fair value determination requires judgement and the use of assumptions. This section discloses the most significant assumptions used in determining fair values. Changes to assumptions could have a material impact on the results and financial position of AMES Australia.

This section sets out information on how AMES Australia determined fair value for financial reporting purposes. Consistent with AASB 13 *Fair Value Measurement*, AMES Australia determines the policies and procedures for both recurring fair value measurements such as property, plant and equipment, and financial instruments and for non-recurring fair value measurements such as non-financial physical assets held for sale, in accordance with the requirements of AASB 13 and the relevant Financial Reporting Directions.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

Fair value hierarchy

In determining fair values a number of inputs are used. To increase consistency and comparability in the financial statements, these inputs are categorised into three levels, also known as the fair value hierarchy. The levels are as follows:

- Level 1 – quoted (unadjusted) market prices in active markets for identical assets or liabilities;
- Level 2 – valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and
- Level 3 – valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For the purpose of fair value disclosures, AMES Australia has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, AMES Australia determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

The Valuer-General Victoria (VGV) is AMES Australia's independent valuation agency. AMES Australia in conjunction with the VGV, monitors changes in the fair value of each asset and liability through relevant data sources to determine whether revaluation is required.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.3 Fair value determination (continued)

7.3.1 Fair value determination of financial assets and liabilities

The fair values of the AMES Australia's financial assets and liabilities are determined as follows:

- Level 1 fair value measurements are those derived from quoted prices (unadjusted) in active markets for identical assets or liabilities that AMES Australia can access at the measurement date.
- Level 2 fair value measurements are those derived from inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).
- Level 3 fair value measurements are those derived from valuation techniques that include inputs for the asset or liability that are not based on observable market data (unobservable inputs).

AMES Australia currently holds a range of financial instruments that are recorded in the financial statements where the carrying amounts approximate to fair value.

Due to the short-term nature of the current receivables, their carrying value is assumed to approximate their fair value, and based on credit history it is expected that the receivables that are neither past due nor impaired will be received when due.

For other assets and other liabilities the fair value approximates their carrying value.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.3.2 Fair value determination of non-financial physical assets

Details of AMES Australia's property, plant and equipment information about the fair value hierarchy based on recurring fair value measurement are as follows:

Consolidated	Carrying amount as at 30 June 2024	Fair value hierarchy			Carrying amount as at 30 June 2023	Fair value hierarchy		
		Level 1	Level 2	Level 3		Level 1	Level 2	Level 3
		\$'000	\$'000	\$'000		\$'000	\$'000	\$'000
Land	10,250	-	10,250	-	10,250	-	10,250	-
Buildings	21,680	-	21,531	149	25,150	-	24,973	177
Building improvements	624	-	-	624	658	-	-	658
Leasehold improvements	131	-	-	131	175	-	-	175
Plant and equipment	99	-	-	99	133	-	-	133
Motor vehicles	144	-	144	-	93	-	93	-
Total assets at fair value	32,928	-	31,926	1,002	36,459	-	35,316	1,143

AMES Australia	Carrying amount as at 30 June 2024	Fair value hierarchy			Carrying amount as at 30 June 2023	Fair value hierarchy		
		Level 1	Level 2	Level 3		Level 1	Level 2	Level 3
		\$'000	\$'000	\$'000		\$'000	\$'000	\$'000
Land	10,250	-	10,250	-	10,250	-	10,250	-
Buildings	21,661	-	21,512	149	25,104	-	24,927	177
Building improvements	624	-	-	624	658	-	-	658
Leasehold improvements	131	-	-	131	175	-	-	175
Plant and equipment	76	-	-	76	113	-	-	113
Motor vehicles	44	-	44	-	39	-	39	-
Total assets at fair value	32,786	-	31,807	979	36,339	-	35,216	1,123

Classified in accordance with the fair value hierarchy. There were no transfers between levels during the year.

Non-specialised land and non-specialised buildings are valued using the market approach, whereby assets are compared to recent comparable sales or sales of comparable assets that are considered to have nominal value.

Plant and equipment is held at fair value. When plant and equipment is specialised in use, such that it is rarely sold other than as part of a going concern, fair value is determined using the current replacement cost method.

There were no changes in valuation techniques throughout the period to 30 June 2024.

For all assets measured at fair value, the current use is considered the highest and best use.

Vehicles are valued using the current replacement cost method. AMES Australia acquires new vehicles and at times disposes of them before the end of their economic life. The process of acquisition, use and disposal in the market is managed by the fleet management team at AMES Australia.

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7. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS (continued)

7.3.2 Fair value determination of non-financial physical assets (continued)

Reconciliation of Level 3 fair value movements

	Buildings		Building improvements		Leasehold improvements		Plant and equipment	
	2024	2023	2024	2023	2024	2023	2024	2023
Consolidated	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	177	112	658	734	175	81	132	185
Additions	-	-	42	-	123	151	51	70
Impairment	-	-	-	-	-	-	-	-
Depreciation	(28)	(23)	(76)	(76)	(167)	(57)	(84)	(123)
Revaluation	-	88	-	-	-	-	-	-
Closing balance	149	177	624	658	131	175	99	132
AMES Australia								
Opening balance	177	112	658	734	175	81	113	167
Additions	-	-	42	-	123	151	38	56
Impairment	-	-	-	-	-	-	-	-
Depreciation	(28)	(23)	(76)	(76)	(167)	(57)	(75)	(110)
Revaluation	-	88	-	-	-	-	-	-
Closing balance	149	177	624	658	131	175	76	113

Description of significant unobservable inputs to Level 3 valuations

2024 and 2023	Valuation technique	Significant unobservable inputs
Leasehold improvements	Current replacement cost	Useful life
Plant and equipment	Current replacement cost	Useful life
Buildings improvements	Current replacement cost	Useful life
Buildings	Current replacement cost	Estimated replacement cost (\$ per m ²) of buildings and industry guidelines including construction handbooks, depreciated for building age and adjusted for refurbishment

There were no significant inter-relationships between unobservable inputs that materially affect fair values

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8. OTHER DISCLOSURES

Introduction

This section includes additional material disclosures required by accounting standards or otherwise, for the understanding of this financial report.

Structure

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8.1 Other economic flows included in net result

Other economic flows measure the change in volume or value of assets or liabilities that do not result from transactions.

Net gain/(loss) on non-financial assets

Net gain/(loss) on non-financial assets and liabilities includes realised and unrealised gains and losses from revaluations, impairments, and disposals of all physical assets.

Disposal of non-financial assets

Any gain or loss on disposal of non-financial assets is recognised at the date control of the asset is passed to the buyer and is determined after deducting from the proceeds the carrying value of the asset at the time.

Other gains/(losses) from other economic flows

Other gains/(losses) from other economic flows include the gains or losses from reclassifications of amounts from reserves and/or accumulated surplus to net result, and from the revaluation of the present value of the long service leave liability due to changes in the bond interest rates.

Other economic flows included in net result

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Net gain/(loss) on non-financial asset				
Impairment loss	-	-	-	-
Proceed from sale of physical assets	74	32	35	32
Less written down value	(8)	(1)	(8)	(1)
Total net gain/(loss) on non-financial assets	66	31	27	31
Other gains/(losses) from other economic flows				
Net gain/(loss) arising from revaluation of long service leave liability	42	(19)	42	(19)
Total from other economic flows	108	12	69	12

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8. OTHER DISCLOSURES (continued)

8.2 Reserves

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Physical assets revaluation surplus^(a)				
Balance at beginning of financial year	20,919	14,003	20,919	14,003
Revaluation increments/(decrements)	-	6,916	-	6,916
Balance at end of financial year	20,919	20,919	20,919	20,919
Net changes in reserves	-	6,916	-	6,916

Note:(a) The physical assets revaluation surplus arises on the revaluation of land and buildings.

8.3 Responsible persons

In accordance with the Ministerial Directions issued by the Assistant Treasurer under the *Financial Management Act 1994* (FMA), the following disclosures are made regarding responsible persons for the reporting year.

Names

The persons who held the positions of Ministers, Accountable Officer and members of the governing board for AMES Australia are as follows:

Minister for Training and TAFE Minister for Regional Development	The Hon. Gayle Tierney MP	1 July 2023 to 30 June 2024
Board Member and Chief Executive Officer	Catherine Scarth	1 July 2023 to 30 June 2024
Board Member and Acting Board Chair, and Acting Chair of Appointments, Remuneration & Governance Committee and Acting Chair of Investment Committee	Vedran Drakulic	1 July 2023 to 10 September 2023
Deputy Board Chair		11 September 2023 to 30 June 2024
Board Member and Board Chair		11 September 2023 to 30 June 2024
Chair of Appointments, Remuneration & Governance Committee and Chair of Investment Committee	Dr Vanda Fortunato	11 September 2023 to 29 October 2023
Board Member and Chair of Finance, Audit and Risk Management Committee	Stuart Alford	1 July 2023 to 31 July 2023
Board Member	Molina Asthana	1 July 2023 to 30 June 2024
Board Member	Tracy Le	1 July 2023 to 30 June 2024
Chair of Investment Committee		30 October 2023 to 30 June 2024
Board Member	Grace Liang	1 July 2023 to 30 June 2024
Board Member	Florence Mauwa	1 July 2023 to 30 June 2024
Board Member	Miriam Silva	1 July 2023 to 30 June 2024
Board Member		1 July 2023 to 30 June 2024
Chair of Finance, Audit and Risk Management Committee	Catherina Toh	1 August 2023 to 30 June 2024

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8. OTHER DISCLOSURES (continued)

8.3 Responsible persons (continued)

Remuneration

Remuneration of the Chief Executive Officer and Board members in connection with the management of AMES Australia for the reporting year within the specified income bands:

Income range	2024	2023
\$0 - \$10,000	2	-
\$10,001 - \$20,000	1	-
\$20,001 - \$30,000	5	9
\$30,001 - \$40,000	1	1
\$440,001 - \$450,000	1	1
Total number	10	11
Total remuneration (\$'000)	616	715

8.4 Remuneration of executive officers

The following persons were Executive Officers of AMES Australia during the year:

Tracey Bannan	Chief Finance Officer (July 2023 to September 2023)
Paul Stathis	Chief Finance Officer (from February 2024)
Catharine O'Grady	General Manager People & Development
Mirta Gonzalez	General Manager Education & Participation
Peter Harrison	General Manager Employment
Samantha Blake	General Manager Settlement Support & Community Care

The number of executive officers, other than ministers and accountable officers, and their total remuneration during the reporting period are shown in the table below. Total annualised employee equivalents provides a measure of full time equivalent executive officers over the reporting period.

Remuneration comprises employee benefits in all forms of consideration paid, payable or provided by the entity, or on behalf of the entity, in exchange for services rendered, and is disclosed in the following categories:

Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.

Post-employment benefits include pensions and other retirement benefits paid or payable on a discrete basis when employment has ceased.

Other long-term benefits include long service leave, other long service benefits or deferred compensation.

Termination benefits include termination of employment payments, such as severance packages.

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8. OTHER DISCLOSURES (continued)

8.4 Remuneration of executive officers (continued)

	2024	2023
	\$'000	\$'000
Remuneration of executive officers		
Short-term employee benefits	1,286	1,202
Post-employee benefits	115	122
Other long-term benefits	26	73
Total remuneration^(a)	1,427	1,397
Total number of executives	6	5
Total annualised employee equivalents^(b)	6	5

Notes:

(a) The total number of executive officers includes persons who meet the definition of Key Management Personnel (KMP) of the entity under AASB 124 Related Party Disclosures and are also reported within the related parties note disclosure (Note 8.5).

(b) Annualised employee equivalent is based on the time fraction worked over the reporting period.

8.5 Related parties

AMES Australia is a wholly owned and controlled entity of the State of Victoria.

The following entity has been consolidated into AMES Australia's financial statements pursuant to the determination made by the Assistant Treasurer under section 53(1)(b) of the *Financial Management Act 1994 (FMA)*:

- Kare One Pty Ltd

Related parties of AMES Australia and Kare One Pty Ltd include:

- all key management personnel and their close family members and personal business interests (controlled entities, joint ventures and entities they have significant influence over);
- all cabinet ministers and their close family members; and
- all departments and public sector entities that are controlled and consolidated into the whole of state consolidated financial statements.

All related party transactions have been entered into on an arm's length basis in the ordinary course of operations.

Significant transactions with government-related entities

During the year, AMES Australia had the following government-related entity transactions:

Entity	Nature of transactions	2024	2023
		\$'000	\$'000
Department of Education and Training (Victorian Government)	Payments received for the delivery of vocational training and grant funding for various projects	5,340	4,534
Adult Community and Further Education (ACFE) Board	Payments received for pre-accredited training hours and grant funding for various project initiatives.	1,081	1,009

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8. OTHER DISCLOSURES (continued)

8.5 Related Parties (continued)

Key management personnel

Key management personnel of AMES Australia includes the Portfolio Minister, the Hon. Gayle Tierney MP, Chief Executive Officer, members of the governing board and Executive Officers.

Key management personnel of the entity consolidated pursuant to section 53(1)(b) of the FMA into AMES Australia's financial statements include:

Entity	Key Management Personnel	Position title
Kare One Pty Ltd	Catherine Scarth	Board Chair
Kare One Pty Ltd	Jodie King	Director
Kare One Pty Ltd	Samantha Blake	Director

The compensation detailed below excludes the salaries and benefits the Portfolio Minister receives. The Minister's remuneration and allowances is set by the *Parliamentary Salaries and Superannuation Act 1968* and is reported within the State's Annual Financial Report.

	Consolidated		AMES Australia	
	2024	2023	2024	2023
Compensation of KMPs ^(a)	\$'000	\$'000	\$'000	\$'000
Short-term employee benefits	2,037	2,013	1,834	1,821
Post-employment benefits	173	180	173	180
Other long-term benefits	36	111	36	111
Total^(b)	2,246	2,304	2,043	2,112

Notes:

(a) Note that KMPs are also reported in the disclosure of responsible persons (Note 8.4).

(b) This includes remuneration of KMPs for Kare One Pty Ltd.

Transactions with related parties

The following transactions occurred between AMES Australia and organisations connected to AMES Australia's key management personnel during the financial year:

Organisation related to key management personnel	Key management personnel	2024	2023
		\$'000	\$'000
Department of Education and Training (Victorian Government) - Payments received for VTG delivery	Stuart Alford Deputy Chair of Audit and Risk Committee of Department of Education and Training (Victorian Government)	5,340	4,534

8.6 Remuneration of auditors

	Consolidated		AMES Australia	
	\$'000	\$'000	\$'000	\$'000
	2024	2023	2024	2023
Victorian Auditor-General's Office				
Audit of the financial statements	68	68	54	52
Total remuneration of auditors	68	68	54	52

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8. OTHER DISCLOSURES (continued)

8.7 Controlled entities

The financial statements incorporate the assets, liabilities and results of the following controlled entities in accordance with the accounting policy described in Note 1:

Name of entity	Principal activities	Country of incorporation	Ownership interest
Kare One Pty Ltd	Delivers homecare, personal care and respite care throughout the South and South Eastern regions of Melbourne	Australia	100%

As at 30 June 2024, AMES Australia was deemed to have control over Kare One Pty Ltd as AMES Australia held 100% of the share capital issued by Kare One Pty Ltd.

8.8 Ex-gratia expenses

No ex-gratia payments were made in the reporting period 2023-24 (2022-23: \$11,406).

8.9 Events after reporting date

No matters or circumstances have arisen since the end of the reporting year which significantly affected or may significantly affect the operations of AMES Australia, the result of those operations, or the state of affairs of AMES Australia in future financial years.

8.10 Other accounting policies

Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the taxation authority. In this case it is recognised as part of the cost of acquisition of the asset or as part of the expense.

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 taxation authority is included with other receivables or payables in the balance sheet.

Cash flows are included in the cash flow statement on a gross basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority are presented as operating cash flow.

Commitments and contingent assets or liabilities are presented on a gross basis.

AMES AUSTRALIA CONSOLIDATED ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2024

8. OTHER DISCLOSURES (continued)

8.11 Australian Accounting Standards issued that are not yet effective

Certain new and revised accounting standards have been issued but are not effective for the 2023-24 reporting period. These accounting standards have not been applied to AMES Australia's financial statements.

AASB 2022-10 Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities.

AASB 2022-10 amends AASB 13 *Fair Value Measurement* by adding authoritative implementation guidance and illustrative examples for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.

Among other things, the Standard:

- specifies that an entity needs to consider whether an asset's highest and best use differs from its current use only when it is held for sale or held for distributions to owners under AASB 5 *Non-current Assets Held for Sale and Discontinued Operations* or if it is highly probable that it will be used for an alternative purpose;
- clarifies that an asset's use is 'financially feasible' if market participants would be willing to invest in the asset's service capacity, considering both the capacity to provide needed goods or services and the resulting costs of those goods and services;
- specifies that if both market selling price and some market participant data required to fair value the asset are not observable, an entity needs to start with its own assumptions and adjust them to the extent that reasonably available information indicates that other market participants would use different data; and
- provides guidance on the application of the cost approach to fair value, including the nature of costs to be included in a reference asset and identification of economic obsolescence.

This Standard applies prospectively to annual periods beginning on or after 1 January 2024, with earlier application permitted.