



# Annual Report 2018



**Barkuma**

## Mission

To enable people with disability to be valued members of the community

## Statement of Strategic Intent

Barkuma will be a leader in the provision of disability services. We will grow our capacity to provide person centred services that enable more people to reach their potential. Barkuma will be an innovative and unified organisation that is

- a service of choice
- values driven
- able to meet service demand, and
- positioned to inform and influence

## Values

- Respecting human worth and dignity
- Being included
- Promoting individual growth and development
- Improving quality of life
- Striving for excellence

## Thank you

*Barkuma greatly appreciates the generosity of our dedicated volunteers, individual donors, community partners, organisational supporters and government funders. Thank you for helping us to meet our mission.*

*Front cover: Amy Barnes, Supported Employee, Barkuma*

# Chairperson and CEO's Report

In 2017-18 Barkuma experienced a year of significant change.

Geoff Blackwood resigned from Barkuma in November after four years as Chief Executive Officer (CEO). We sincerely thank Geoff for his significant and valuable contribution to the organisation and wish him well in the future.

After a wide ranging search process, the Board appointed an experienced member of Barkuma's Senior Executive Team, Simon Rowberry, as Chief Executive Officer in May 2018. Simon undertook the role of CEO, impressing the Board with his ability to unite the Barkuma team in a time which is challenging the sector with the introduction of the National Disability Insurance Scheme (NDIS).

Major changes in 2017-18 included

- making a decision to cease operation of Barkuma's Registered Training Organisation after 18 years of operation
- continuing reduction of State and Federal government funding, and the
- introduction of Risk Adjusted Outcome Payments in Disability Employment Services.

Throughout these changes, Barkuma stoically maintained its Core Values of

- Respecting Human Worth and Dignity
- Inclusion of all People in the Community
- Promoting individual Growth and Development
- Improving Quality of Life, and
- Striving for Excellence

which remain the driving force behind all decisions.

Barkuma has continued to be guided by its 2017-2020 Strategic Plan and its four Key Result Areas (KRA's)  
KRA 1 - Service Delivery  
KRA 2 - Building Organisational Capacity  
KRA 3 - Workforce Development, and  
KRA 4 - Financial Sustainability.



The KRA's are the central tenets of all operations and underpin all decisions made.

The challenges of the NDIS, Risk Adjusted Funding Outcome Payments and reducing State and Federal Government income streams required Barkuma to review all operations and adapt its delivery models to ensure sustainability.

Challenge brings opportunity and Barkuma looks forward to continuing to adapt and grow its business in line with the ever changing needs of its current and future customers.

Amongst the many highlights of Barkuma's year were

1. the expansion of Barkuma's Disability Employment Service into two new areas: Northern Adelaide and Gawler
2. a number of Barkuma programs and people were recognised locally and nationally as amongst the best in their fields
3. further cementing Barkuma's reputation as a preferred partner in transition services to people with disability, and
4. increasing the number of people supported through the NDIS.

It is a privilege and an honor to continue to serve Barkuma and to present our report to the Board.

Handwritten signature of Chas Allen in blue ink.

Chas Allen  
Chairperson

Handwritten signature of Simon Rowberry in blue ink.

Simon Rowberry  
Chief Executive Officer

## Highlights 2017-18

Transition  
Graduation  
Program  
2017

NDS Open  
Employment  
Award

New  
Disability  
Employment  
Services  
Contracts

City of Playford  
Mayoral Award

# Board of Directors

The Board of Barkuma Incorporated accepts overall responsibility for the corporate governance of the organisation. The Board directs and monitors the business and affairs of Barkuma and delegates the responsibility for the management of the organisation to the Chief Executive Officer (CEO).

If you would like to see the full Corporate Governance Statement please visit [www.barkuma.com.au/about-us/corporate-governance](http://www.barkuma.com.au/about-us/corporate-governance)



**Chairperson**  
Chas Allen OAM  
BE(Hons)  
Dip Project Management



**Deputy Chairperson**  
Sandra Parr  
B App Sc(OT)  
Grad Cert Health  
Grad Dip Health Admin



**Finance Director**  
Barrie Mansom  
FCA CTA DipFP JP



**Secretary**  
Simon Rowberry  
B Disability  
Dip Management



**Person with Expertise**  
Roman Kowalczyk  
Dip Management



**Person with Expertise**  
Andrew Bullock  
B Management



**Person with Expertise**  
Libby Vojin  
B Eng(Hons)Civil



**Legal Practitioner**  
Nathan Justin  
BCom BLLB/LP  
Grad DipCA CTA



**Retiring Member**  
Tania Hamilton

# Leadership Team



**Chief Executive Officer**  
Simon Rowberry



**Chief Operations Manager**  
Steven Sampson



**Corporate Services Manager**  
Linda Bastick



**Manager, Administration  
Executive Assistant**  
Cindy Thompson



**Manager,  
Intake and Development**  
Lesley Woollett



**Manager,  
Information Technology**  
Greg Broomhill



**Manager, Marketing**  
Anna Bryant



**Manager,  
Lifestyle Intervention**  
Rebecca Steppat



**Manager,  
Open Employment  
and Transition**  
Danielle Broadway



**Manager,  
Supported Employment**  
Andrea Shevlin



# NDIS Planning

Barkuma works alongside people with disability to find, connect with and maintain the supports of their choice. We are registered for many different supports under the National Disability Insurance Scheme (NDIS).

## Overview

Over the past 12 months 135 people accessed NDIS support through Barkuma. This included supports in

- Finding and Keeping a Job
- Support Coordination
- Improved Daily Living
- Increased Social and Community Participation
- Assistance to Access Community
- Assistance with Self Care Activities
- Improved Learning, and
- Improved Relationships.

## Process Improvement

Barkuma’s intake processes and systems have continued to be developed, strengthening our responses to new and existing Barkuma customers on their NDIS journey. In particular we have utilised various technologies to ensure the smooth transition into accessing our NDIS support.

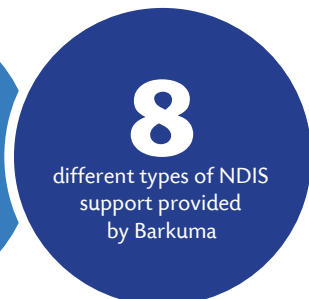
## New Additions to the Team

The Intake and Development team welcomed two new members; Dijana Spinelli has taken the role of Administration Officer and Paul Simon was appointed Intake and Development Coordinator. In their new roles, Dijana and Paul have focused on responding to enquiries from the community whilst keeping up to date with NDIS information.



## Alex’s Story

When Golden Grove High School student Alex was exploring his career options, working in an Australian Disability Enterprise (ADE) appealed to him. Alex, with support from his school, researched different ADE’s in the area and approached Barkuma to undertake some work experience. Despite still being at school, Alex wanted to continue working at Barkuma. Katerina, Alex’s mum said “Alex absolutely loved his work experience and got offered a job, but because he didn’t have Finding and Keeping a Job in his NDIS plan he couldn’t accept it. With Barkuma’s help he was able to add it into his plan and accepted the position.”



# School Programs

Barkuma's Better Pathways, Flexible Learning Options and Transition programs all operate on behalf of the Department of Education. Our programs supported more than 300 young people to create, pursue and achieve their life goals.

## Better Pathways

In the 2017-18 financial year Barkuma's Better Pathways program supported 206 young people across 18 schools, with 24 students successfully completing the program. We are happy to report that every student who completed the program this year achieved their aspirational post school outcome.

At the 2017 City of Playford International Day for People with Disability Mayoral Awards, the Better Pathways program was joint winner of the Business/ Employment/ Education Award for outstanding contribution to young people with disability in the council area. A truly outstanding achievement.

## Transition Program

Barkuma's Transition Program worked collaboratively with the Department of Education, Catholic Education South Australia and the Association of Independent Schools in South Australia to support students transition from school to future pathways. Twenty two program graduates commenced with Barkuma's Disability Employment Service (Barkuma Employment) with six securing employment.

The Adelaide Convention Centre again supported the program by hosting the annual graduation ceremony. This year also marked the first time the program had a sponsor, with StreetFleet officially unveiled as the major corporate supporter.

## Flexible Learning Options

The Flexible Learning Options (FLO) program supported 28 young people across 12 schools. As part of this program, case managers worked with students to develop pathways towards their education and employment goals.



## Emma's Story

Emma, who completed the Transition Program in 2017, works at Colonel Light Gardens World of Learning eight hours a week. She had always been interested in the childcare sector and completed a Certificate III in Early Childhood and Care before the program started. Emma wanted to keep options open and explored retail as a potential career pathway. Soon discovering her love for childcare was too strong and when she signed up with Barkuma Employment after the program finished, Barkuma found Emma a new role engaging and supervising children as well as contributing to the centre's education program. Emma enjoys her new role and couldn't be happier.



# Open Employment

Barkuma Employment is our open employment service. Barkuma is a specialist Disability Employment Service (DES) which means we find appropriate jobs in the mainstream workforce for people with developmental or intellectual disability.

## Overview

In the 2017-18 financial year Barkuma secured 78 new jobs while supporting 503 participants to find and maintain employment; a 19% increase on the previous financial year. This is testament to our reputation as a leading provider of specialist disability employment support and the importance Barkuma places on building and fostering new partnerships with employers across metropolitan Adelaide.

## National Disability Services (NDS) Award

The Disability Employment Excellence Awards recognise, encourage and promote the important contribution that Disability Enterprises and Disability Employment Service providers make in improving the lives of people with disability. At the 2018 NDS Disability at Work Conference, Barkuma was awarded Runner up in the Open Employment Excellence category.

## Expanding our Service

Barkuma has been successful in its bid to expand our service and has secured new contracts to deliver employment supports in the Northern Adelaide and Gawler regions. From July 1, 2018, Barkuma will deliver specialist (Developmental Disability) support and occupy site premises in Eastern Adelaide, Western Adelaide, Northern Adelaide and Gawler. The new contract offers participants greater choice and control. Providers will be required to attract all new business via direct referral avenues. Barkuma is well positioned in this new environment due to its long standing, successful reputation and experience within the sector.



## Tim's Story

When Tim came into Barkuma's Disability Employment Service in 2016, he mentioned how much he enjoyed his work experience at Des's Minibuses whilst in high school. Discussions led to an employment opportunity and Tim now works at Des's three days a week. Operations Manager, Bruce said "We've seen Tim's confidence grow. Barkuma feels Tim makes Des's a better place. He has added to our culture and undertakes a high quality of work." Tim is very happy with the opportunity and said "I absolutely love it. I love working with our buses."





# Supported Employment

Barkuma's Commercial Services provides a productive and supportive work environment for 146 people with disability across our Elizabeth and Holden Hill sites.

## Building Relationships

Barkuma has continued to develop strong relationships with schools across Northern Adelaide. These relationships aim to provide a meaningful pathway for students with disability to find and maintain rewarding employment with Barkuma.

The focus again this year has been to continue the growth and development of our business solutions. Barkuma has welcomed many new customers and has also expanded its services with existing customers.

## Upgrades at Elizabeth

Barkuma's Elizabeth factory has had an exterior upgrade with a fresh coat of paint and new branded signage. As part of the project, the car parks were also re-marked to improve access for customers and staff. Internally, we've installed new heaters for factory staff and are progressively upgrading the furniture.

## Award Winning Service

At the 2017 City of Playford International Day for People with Disability Mayoral Awards Barkuma's team won a number of awards. Our Let's Get Cooking program was joint winner of the Business/ Employment/ Education Award, while Justin Kearvall received a special commendation in the Personal Development category award.

## Future Plans

Over the next 12 months Barkuma will continue to focus on growth, networking and employment pathways. Commercial Services will be providing flexible employment options with arrangements that maximise opportunities and give people more choice.



## Amy's Story

Amy started with Barkuma in June 2015 after transitioning from Golden Grove High School. She works as a Production Assistant, with her duties ranging from packaging products to shredding confidential documents. Amy is a positive role model for all supported employees at Barkuma especially those transitioning from school to the workplace. Amy is well known to young people within her community and is always available to support Barkuma's new employees with their transition. Recently Amy hosted Federal Assistant Minister for Social and Disability Services, the Hon Jane Prentice when she visited the Holden Hill factory. This included Amy taking the Minister on a tour of Barkuma's factory and introducing her to fellow team members.

# Home and Community

Barkuma provides individualised support to people with disability promoting independent, inclusive and healthy lifestyles. Barkuma's support is designed together with our customers to enable them to be active citizens in their community.

## Accommodation and Respite

In 2017-18 Barkuma assisted 47 customers transition to the NDIS. As part of this transition, we provided the following NDIS supports

- Assistance with Daily Life
- Assistance with Self Care Activities
- Assistance to Access Community, Social and Recreational Activities
- Improved Living Arrangements
- Increased Social and Community Participation
- Improved Relationships, and
- Improved Daily Living.

## Farewell

At the end of the 2017-18 financial year, two wonderful colleagues and friends, who have collectively been involved with Barkuma for nearly 50 years were farewelled. We thank Margaret Fischer and Liz Grosser who were Accommodation and Respite's senior leaders for their dedication and incredible service.

## Support and Family Education

Delivered by Barkuma's Intervention Team, the Support and Family Education (SAFE) program continued supporting families across metropolitan Adelaide to develop and maintain their parenting skills.



## Sean's Story

Barkuma first supported Sean in his family home to build rapport and confidence whilst providing respite for his family. Sean's love for cars led to an opportunity for him to volunteer at the National Motor Museum. Sue Wheeler from the Museum said "Sean is always enthusiastic in his approach to the duties he is given and is well guided by his support worker, Huen". Together they worked to improve Sean's communication skills, ensuring positive and rewarding experiences. Sean has now moved out of his family home and is being supported to live independently with his new house mate. He is continuing to learn skills to enable him to gain further independence and future paid employment.

# Accredited Training

As a Registered Training Organisation Barkuma Training assisted people build a career in the disability support sector.

## Accredited Training

In 2017-18 Barkuma Training delivered the following accredited courses

- CHC33015 Certificate III Individual Support (Disability)
- CHC43115 Certificate IV Disability, and
- CHC43315 Certificate IV Mental Health.

## Short Courses

In response to the NDIS, Barkuma Training non accredited short courses provided opportunities for staff in the sector to further develop their careers.

Courses included

- Child Safe Environments
- Manual Handling
- Person Centred Thinking
- First Aid, and
- Positive Behaviour Management.

## Student Feedback

Testimonials received from past students include

*“An extremely supportive team of people, always ready and willing to help, always supportive.”*

*“I feel I am really fortunate to be trained by Barkuma. The trainers are excellent and I feel I have the knowledge about what it takes to effectively work in the disability sector.”*



## Anne's Story

After working in retail Anne knew she wanted to work in the disability sector. Anne said “I knew this type of work would be very rewarding. I’ve had personal experiences with people with disability and I am passionate about equal rights.” Studying a Certificate III in Individual Support (Disability) was always a goal for Anne, with Barkuma Training her preferred choice. Through training, Anne also completed a work placement in Barkuma’s Accommodation and Respite service. Anne’s values and person centered approach aligns with Barkuma’s mission and values. Through her placement she was successful in gaining employment as a support worker. To anyone considering working in the disability sector Anne said “If you’re passionate, do it!”

# Financial Report

## Statement of Surplus or Deficit and other Comprehensive Income for the Year Ended 30 June 2018

	2018	2017
	\$	\$
<b>Revenue</b>	<b>12,581,458</b>	<b>12,820,349</b>
Employee benefits expense	(10,019,725)	(9,746,038)
Depreciation, amortisation and impairment expense	(598,746)	(575,038)
Lease expenses	(221,601)	(211,282)
Motor vehicle expenses	(274,961)	(292,805)
Marketing and promotion	(125,774)	(80,563)
Utilities	(112,497)	(93,491)
Communications	(118,357)	(120,277)
Insurance	(92,613)	(139,211)
Other expenses	(910,560)	(969,524)
<b>Expenses</b>	<b>(12,474,834)</b>	<b>(12,228,229)</b>
<b>Surplus/(deficit) for the year</b>	<b>106,624</b>	<b>592,120</b>
<b>Other comprehensive income</b>		
<b>Items that will not be reclassified to surplus or deficit:</b>		
Increase/(decrease) in fair value of land and buildings		(1,036,033)
<b>Items that will be reclassified to surplus or deficit:</b>		
Increase/(decrease) in fair value of available-for-sale financial assets	20,101	34,320
<b>Items that have been reclassified to surplus or deficit:</b>		
Net (gain)/loss on disposal of available-for-sale financial assets reclassified to surplus or deficit	23,009	
<b>Other comprehensive income for the year, net of tax</b>	<b>43,110</b>	<b>(1,001,713)</b>
<b>Total comprehensive income for the year</b>	<b>149,734</b>	<b>(409,593)</b>

## Statement of Financial Position as at 30 June 2018

	2018	2017
	\$	\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	953,364	419,974
Trade and other receivables	572,527	917,790
Financial Assets	4,862,944	5,287,021
<b>Total current assets</b>	<b>6,388,835</b>	<b>6,624,785</b>
<b>Non-current assets</b>		
Property, plant and equipment	5,529,266	5,457,114
<b>Total non-current assets</b>	<b>5,529,266</b>	<b>5,457,114</b>
<b>Total assets</b>	<b>11,918,101</b>	<b>12,081,899</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	1,007,502	1,077,414
Income in advance	178,215	439,997
Provisions	1,547,988	931,590
<b>Total current liabilities</b>	<b>2,733,705</b>	<b>3,031,653</b>
<b>Non-current liabilities</b>		
Provisions	89,997	105,581
<b>Total non-current liabilities</b>	<b>89,997</b>	<b>105,581</b>
<b>Total liabilities</b>	<b>2,823,702</b>	<b>3,137,234</b>
<b>Net assets</b>	<b>9,094,399</b>	<b>8,944,665</b>
<b>EQUITY</b>		
Reserves	438,954	395,844
Retained earnings	8,655,445	8,548,821
<b>Total equity</b>	<b>9,094,399</b>	<b>8,944,665</b>



# Financial Report

## Statement of Changes in Equity for the Year Ended 30 June 2018

	Retained Earnings	AFS Share Revaluation Reserve	Asset Revaluation Reserve	Capital Profits Reserve	Total
	\$	\$	\$	\$	\$
<b>At 30 June 2016</b>	<b>7,956,701</b>	<b>130,776</b>	<b>1,186,415</b>	<b>80,366</b>	<b>9,354,258</b>
<b>Total comprehensive income for the year</b>					
Surplus for the year	592,120				592,120
Other comprehensive income					
Decrease in fair value of land and buildings			(1,036,033)		(1,036,033)
Increase in fair value of available-for-sale financial assets		34,320			34,320
<b>Total comprehensive income for the year</b>	<b>592,120</b>	<b>34,320</b>	<b>(1,036,033)</b>	<b>-</b>	<b>(409,593)</b>
<b>At 30 June 2017</b>	<b>8,548,821</b>	<b>165,096</b>	<b>150,382</b>	<b>80,366</b>	<b>8,944,665</b>
Surplus for the year	106,624				106,624
Other comprehensive income		43,110			43,110
<b>Total comprehensive income for the year</b>	<b>106,624</b>	<b>43,110</b>	<b>-</b>	<b>-</b>	<b>149,734</b>
<b>At 30 June 2018</b>	<b>8,655,445</b>	<b>208,206</b>	<b>150,382</b>	<b>80,366</b>	<b>9,094,399</b>

## Statement of Cash Flows for the Year Ended 30 June 2018

	2018	2017
	\$	\$
<b>Cash flows from operating activities</b>		
Cash receipts from customers	1,372,285	1,649,963
Cash receipts from grants	12,392,412	11,431,544
Cash paid to suppliers and employees	(13,129,240)	(12,351,097)
Interest received	115,363	134,342
Dividends received	31,179	32,675
<b>Net cash inflow/(outflow) from operating activities</b>	<b>781,999</b>	<b>897,427</b>
<b>Cash flows from investing activities</b>		
Purchase of property, plant and equipment	(804,834)	(1,412,937)
Proceeds from sale of property, plant and equipment	112,047	364,776
Proceeds from sale of investments	817,254	-
Purchase of financial assets	(373,076)	(363,557)
<b>Net cash inflow/(outflow) from investing activities</b>	<b>(248,609)</b>	<b>(1,411,718)</b>
Net increase in cash and cash equivalents	533,390	(514,291)
Cash and cash equivalents at beginning of period	419,974	934,265
<b>Cash and cash equivalents at end of period</b>	<b>953,364</b>	<b>419,974</b>

The full set of financial statements including notes will be available upon request.

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BARKUMA INCORPORATED



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Australia

## Report on the Audit of the Barkuma Inc. Financial Report

### Opinion

We have audited the financial report of Barkuma Incorporated (the registered entity), which comprises the statement of financial position as at 30 June 2018, the statement of surplus or deficit and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of Barkuma Incorporated, is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

### Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the registered entity's board report, but does not include the financial report and our auditor's report thereon.

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

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Responsibilities of responsible entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered 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 the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

### Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at: <http://www.auasb.gov.au/auditors-responsibilities/ar4.pdf>

This description forms part of our auditor's report.

**BOO Audit (SA) Pty Ltd**

**Paul Gosnold**

Director

Adelaide, 24 October 2018

# Customer Survey Results

**Barkuma values feedback;  
and with this in mind we  
surveyed 237 customers across  
the organisation**

The survey was based on the rules agreed to by all Australian governments called the National Standards for Disability Services which are a guide to ensure people with disability are treated fairly and receive quality services

## Barkuma's respondents

124 from Open Employment  
62 from Supported Employment  
42 from Lifestyle Intervention  
8 from Accommodation  
and Respite

## National Standard One: Rights

**99%**  
said Barkuma  
treated them fairly

## National Standard Two: Participation Inclusion

**98%**  
said they can take part in the  
community and always  
feel included

## National Standard Three: Individual Outcomes

**99%**  
said Barkuma  
supported them  
to make choices

## National Standard Four: Feedback and Complaints

**98%**  
said they could  
tell people what they think  
about Barkuma

## National Standard Five: Service Access

**97%**  
said they can access  
the services they want

## National Standard Six: Service Management

**99%**  
said Barkuma  
was well managed



**Adelaide**

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